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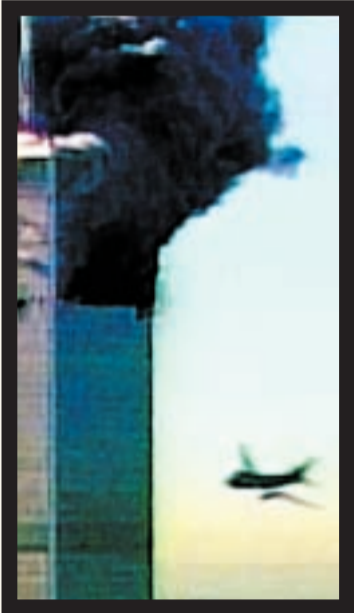
CANADA'S NATIONAL NEWSPAPER ■ FOUNDED 1844 ■ GLOBEANDMAIL.COM ■ WEDNESDAY, SEPTEMBER 12, 2001

Bush promises swift revenge as hijackers strike the world's financial heart, killing thousands and ushering in a chilling new age of terror

A day of infamy

INSIDE

45 PAGES OF COVERAGE



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The **Travel** section will not be distributed with today's editions of The Globe and Mail in view of yesterday's terrorist attacks on the United States. Also, financial listings are incomplete in today's **Report On Business** because North American exchanges either did not open yesterday or closed early. U.S. markets will remain closed today.



CARMEN TAYLOR/KHBS-KHOG-TV

A hijacked jetliner explodes as it hits the second tower of the World Trade Center in New York yesterday. Smoke billows from the first tower, hit minutes earlier by another hijacked jet. A third plane slammed into the Pentagon in Washington while a fourth crashed in a Pennsylvania field.

BY JOHN STACKHOUSE

President George W. Bush last night vowed swift and severe retribution against those who carried out the worst terrorist attack in history, one that summoned the ghosts of Pearl Harbour and shattered every American's belief that the age of war was behind them.

Declaring a "war against terrorism," Mr. Bush returned to a stunned Washington last night to assure Americans that after a day of engineered catastrophe, in which thousands died, the world's strongest military power was ready to strike back at an enemy — even one he could not identify.

"We will make no distinction between the terrorists who committed those acts and those who harbour them," he said in a brief televised address.

Mr. Bush quoted the Bible and spoke of America's "quiet, unyielding anger" as his country prepared for a chilling new age of terror.

In a historic attack on American soil, four commercial aircraft were hijacked yesterday morning and pointed at civilian targets. Two collided into the twin towers of New York City's World Trade Center, causing the 110-storey buildings to collapse.

A third plane hit the Pentagon in Washington, while a fourth crashed in rural Pennsylvania, allegedly en route to Washington.

President Bush put the death toll in the thousands. Two-hundred and sixty-five New York City firefighters and 85 police officers who were trying to evacuate the World Trade Center are missing and presumed dead. There were no survivors from the four airplanes, which were carrying 266 people. The first Canadian victim identified was NHL scout Ace Bailey, who was aboard one of the airplanes that crashed into the World Trade Center.

Politicians united behind Mr. Bush to tell the world the United States would not be daunted by any attack, and was prepared to unleash a military assault the likes of which no one has seen since the Persian Gulf war.

As senators and congressmen gathered last night to sing *God Bless America*, a mood for sharp, perhaps unprecedented, revenge seemed to sweep the nation.

"We will respond," Democratic Senator Richard Durbin from Illinois vowed. "America's been attacked. Those who attacked us will pay a price."

U.S. officials quickly pointed to fugitive terrorist leader Osama bin Laden as the mastermind of the attacks.

See TERROR on page A13

U.S. will never be the same



MARGARET WENTE

8:45 a.m., Eastern Daylight Time. A crack in the centre of the world. Someone took revenge on America, and America was helpless.

Nothing there will ever be the same again.

A nation at the height of power, peace and prosperity, blessed by

every fortune, whose enemies, it seemed, were as harmless as a few far-off fluffy clouds on a blazing blue September day.

A nation that yesterday looked infinitely vulnerable.

It only took a few men who hate America to hijack its own commercial airplanes and turn them into bombs. It only took a few to ram them into America's most potent symbols of financial and military might. America's sense of its own security exploded with those towers in a cloud of smoke and dust.

Americans will never feel quite so safe again. Nor will any of the rest of us, who looked to them to

keep us safe, too.

Their defences were completely useless. Their intelligence and security machine, fuelled by billions of dollars and the best high-tech devices ever invented, could not keep the bad guys out. They slipped through with ease, and struck the nation in its heart.

The skyline of the capital of the world has a gaping wound where the towers once stood; a scar that will last forever.

The slaughter of civilians had always happened somewhere else. Now the horror has come home.

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Markets are paralyzed, banks try to ease jitters

BY JACQUIE McNISH

The precision strike on the United States' financial nerve centre has paralyzed markets around the world and raised the spectre of a crisis that could plague businesses for months to come.

For the first time since the Depression-era panic in 1933, the New York Stock Exchange will shut its doors for the second consecutive day as Wall Street sifts through the rubble of the World Trade Center. Also closed today are the American

Stock Exchange, the Nasdaq Stock Market and many international exchanges, including possibly the Toronto Stock Exchange.

In an effort to calm jittery investors, central bankers, bank executives and government officials around the globe promised last night to pump cash into shell-shocked financial markets.

But the tragedy could not have come at a worse time for world economies.

See MARKETS on page A14



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'Pearl Harbor in 2001. War is in sight.' *Die Welt* newspaper

Spy cloak left in shreds

Failure to warn of attacks blasted as glaring breach of U.S. intelligence

BY MARTIN MITTELSTAEDT

The success of the terrorist attacks in the United States has left security experts reeling over how such a massive operation could have completely blindsided the vaunted U.S. intelligence community.

That U.S. spy defences would have failed so miserably is viewed as the worst and most embarrassing failure in U.S. intelligence history.

"This one is a spectacular intelligence failure. I think it will go down in history as the United States's 21st-century Pearl Harbor," said Wesley Wark, a security expert and a professor of international relations at the University of Toronto.

From the Central Intelligence Agency to the National Security Agency, the United States has the world's most extensive network of intelligence operatives monitoring foreign threats and trying to block them. The country also has extensive internal police surveillance on domestic threats and spends \$300-billion (U.S.) a year on defence.

These security systems are so sophisticated they can monitor virtually every phone call on the planet, and pinpoint car movements by satellite.

Yet this system apparently failed to warn of the biggest terrorist attack ever in the United States, one that included the Pentagon, the citadel of U.S. military power, and four separate airline hijackings in U.S. air space by terrorists who are presumed to have been able to fly the planes.

"It's a massive failure of American intelligence," commented Reg Whittaker, a professor emeritus of political science at York University, who is skeptical that it happened without some advance warning being intercepted by U.S. spy agencies.

"This was just an amazingly, extraordinarily co-ordinated, strategically devised plan. It almost defies imagination that it could have been organized without any alarm bells going off," he said.

But some experts say the attack only highlights the enormous threats terrorist groups pose.

"What people fail to understand is the combination of professionalism and fanaticism that modern terrorism is now confronting us with. Once you understand that, then today just becomes another of the promised events of the 21st century," said Dave Harris, former chief of strategic planning for the Canadian Security Intelligence Service, Canada's spy agency.

Canada is particularly vulner-



KATHY WILLENS/ASSOCIATED PRESS

A woman standing on the Brooklyn Promenade reacts yesterday as smoke billows from the World Trade Center towers in Manhattan.

able. The arrest of bomb-maker Ahmed Ressam at Port Angeles, Wash., after a ferry ride from Victoria brings into sharp focus one of the U.S. concerns that Canada is too soft and too porous on immigration issues.

Mr. Ressam, 33, was found guilty in April on nine charges related to his attempt to bring a trunkload of car-bomb components across the Canada-U.S. border. At least half a dozen other Algerians, originally based in Montreal but now scattered all over the world, are said to have been part of a terrorist cell that planned bombing attacks on the United States for the final days of 1999.

Some, like Mr. Ressam, received training in Afghanistan at *jihad* (holy war) camps run by Osama bin Laden.

Mr. Harris said many terrorist organizations are run on military lines, with cadres of willing, well-trained and incredibly dedicated adherents who are more than a match for staff at intelligence agencies. "One could argue that these are military units with a morale and a dedication that is almost unmatched in conventional Western terms. . . . You're talking about the ultimate breed of fanatic."

The attacks also showed that existing airport security measures are vulnerable to massive failures, possibly involving ground crew

staff acting in collusion with those commandeering aircraft.

"Given the amount of security that's been mounted at airports and everything to do with air travel, that you could have had multiple, simultaneous hijackings going on, that again is just extraordinary and I'm sure there is going to have to be some really probing questions as to how that could have happened," Mr. Whittaker said.

Mr. Wark predicted a wholesale purging of those in the intelligence community who failed so miserably to protect the country. "What we'll see once we've digested the loss of life, the loss of property, the spectacle of this, the terror of it, what we'll see is a massive change in American national security policy and a massive shakeup in the intelligence community."

When organizations plan terrorist strikes, some hints or clues are usually picked up by the intelligence community that a major action is being planned.

Some analysts say this would have occurred for an attack of this scale, which involved co-ordinated hijackings and the recruitment of a large number of people willing to die in suicide attacks against highly symbolic targets.

Some experts, such as Mr. Wark, speculate that U.S. intelligence operatives may have picked up hints but didn't handle them appropri-

ately. "There must have been warnings picked up by one of the American intelligence agencies," he said. "They are huge, and hugely capable organizations and the idea that they would have missed some communications that might have given them a lead to this sort of thing is hard to believe."

Mr. Harris, who worked in the spy business, says intelligence operatives have nightmares over scenarios where they pick up tips about possible attacks, but don't know how to interpret them.

"That is the common dread of terrorist intelligence officers. You get an intimation that something is coming but characterizing the nature of the threat and its timing is the decisive issue and that information is often not available."

One possible, but unconfirmed inkling of the threat was the unusual order issued last week by U.S. aviation authorities banning Salman Rushdie from air travel to the United States.

The order could have been a misunderstood warning about yesterday's attacks.

Terrorism experts said Mr. Rushdie's ban is probably unrelated. "Salman Rushdie is a walking bull's-eye to tens of thousands of people who have virtually been authorized by region and dogma to kill him," said Mr. Harris.

Those who study terrorist organizations also expressed astonishment that an attack of such scale could have been planned and perpetrated. Mr. Wark, for one, said that he would have thought such an audacious scheme impossible.

"I you asked me yesterday about it, I would have said nobody could possibly have mounted an attack on this scale, with these kinds of resources," he said.

Mr. Whittaker said risky infiltration missions are often the only means of gathering accurate information on terror groups. "The only way that there really is to get intelligence on these kinds of organizations is through human sources, penetrating them, through old-fashioned human sources."

Where to call

The Department of Foreign Affairs asks that Canadians worried about the effect of today's disasters on family and friends in the United States call 1-800-387-3124.

People wishing to donate blood can find out about extended blood-clinic hours and added locations by calling the Canadian Blood Service at 1-888-2-DONATE. Blood donors must be between the ages of 17 and 71, weigh at least 110 pounds (50 kilograms) and be in good health.

Doctors, nurses, psychologists, trauma counsellors and clergy who wish to volunteer their services if there is a need for such additional help in the United States can contact the Ontario Health Ministry line at 1-888-668-4636.



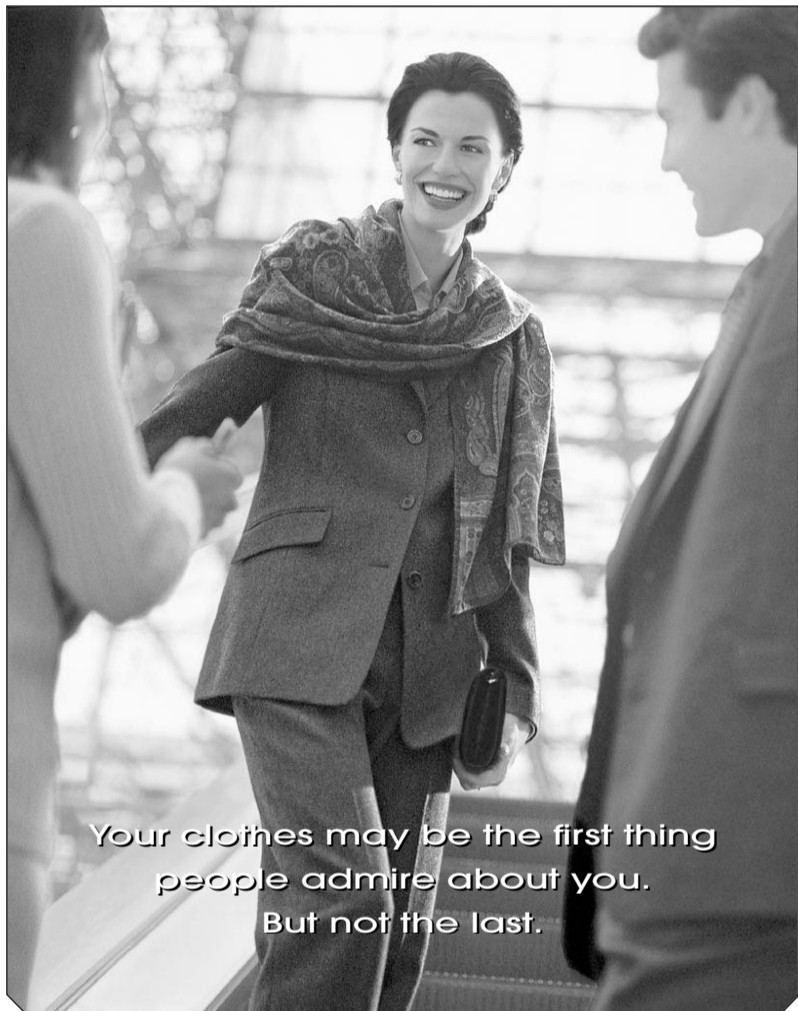
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NORTH AMERICA'S PREMIER SHOPPING DESTINATION FOR WOMEN SIZES 14-22

'What has happened is not only a crime against the American people or government but against humanity. It is a monstrous crime.' *Yasser Arafat*



SHANNON STAPLETON/REUTERS

Rescue workers, covered in the powdered debris from the collapse of the World Trade Center towers, work to remove a man from the scene of the disaster in Manhattan yesterday.

Clues point to bin Laden

Terrorists' intelligence, commitment, skill focus attention on suspected mastermind

BY PAUL KNOX

They were smart, skilled and ruthless, the terrorists who rocked the United States yesterday with devastating air attacks that destroyed the World Trade Center and heavily damaged the Pentagon.

They were prepared to die for their cause. And that focused suspicion on hard-line anti-Americans acting in the name of Islam — specifically, on Saudi Arabian-born millionaire Osama bin Laden.

Sheltered in Afghanistan by the hard-line Taliban regime, Mr. bin Laden is accused of orchestrating earlier assaults on U.S. targets, notably the near-simultaneous 1998 bombings of two embassies in Africa in which 224 people died.

And as the airwaves crackled with threats of U.S. retaliation, prospects looked good for a stepped-up war on terrorism — possibly including assassination of alleged masterminds.

Taliban spokesmen denounced the attacks. One of them, Abdul Hai Muttmain, said it was "impossible" for Mr. bin Laden to have planned "such a big conspiracy."

But Utah Senator Orrin Hatch, the senior Republican on the Senate judiciary committee, said intel-

ligence agents picked up communications among bin Laden followers about the attacks.

"They have an intercept of some information that included people associated with bin Laden who acknowledged a couple of targets were hit," he told Associated Press.

Mr. bin Laden has declared a "holy war" against the United States. The United Nations has imposed sanctions on Afghanistan in a bid to force it to close terrorist training camps said to be run by Mr. bin Laden. In 1998, he co-signed a *fatwa* (religious edict), saying it was the duty of every Muslim to kill Americans.

The targets and method — possibly including suicide pilots — suggested someone with a burning hatred for the U.S. and the ingenuity to mount a tightly co-ordinated operation, involving security breaches at three major airports.

"This is perhaps the most audacious terrorist attack that's ever taken place in the world," Chris Yates, an aviation expert at Jane's Transport in London, told AP. "It takes a logistics operation from the terror group involved that is second to none. Only a very small handful of terror groups is on that list ... I would name at the top of the list

Osama bin Laden."

Former Central Intelligence Agency director James Woolsey said the attackers may have had the support of an anti-U.S. government. "We need to very carefully look at all these terrorist operations ... and see if there was any chance that there was state involvement behind it," he said.

Among nations, a prime suspect would be Saddam Hussein's Iraq — an enemy of the United States since the Persian Gulf war.

Iraqi television welcomed the attacks as the "operation of the century" and added: "The American cowboy is reaping the fruits of his crimes against humanity." But the style of the attacks is radically different from anything Mr. Hussein has undertaken before, and he is not known as a major sponsor of international terrorism.

Officially, Washington held off blaming anyone. They may have been motivated by memories of the rush to blame Islamic fundamentalists for the 1995 bombing of a federal building in Oklahoma City. That attack, in which 168 were killed and more than 500 injured, proved to be the work of home-grown antigovernment extremists.

But unnamed officials were quoted as saying there were indications of a link to Mr. bin Laden.

He is also suspected of planning abortive attacks on a U.S. warship in Yemen last fall, where 17 sailors

died. In 1999, Algerian Ahmed Res-sam was caught taking explosives into the U.S. from Canada; investigators believed he spent time in bin Laden-run training camps.

Four of Mr. bin Laden's followers were convicted in June for their parts in the 1998 embassy bombings. A Manhattan federal judge planned to sentence one of them today in a courthouse near the World Trade Center.

That could be one motive for the attack. And the editor of the London-based Al-Quds al-Arabi newspaper, Abdel-Bari Atwan, said associates of Mr. bin Laden warned him recently that a "huge and unprecedented attack" would take place soon.

Commentators said several factors were key in analyzing the attacks:

- Several terrorists slipped through security checks and boarded four aircraft: two in Boston, one in New-ark and one in Washington.
- They chose wide-bodied jets bound for the West Coast, carrying enough fuel to cause massive explosions.
- One attacker on each aircraft was able to fly the plane. Commentators agreed no commercial pilot — even with a gun to his head — would aim an aircraft at a civilian target.
- They chose targets highly symbolic of U.S. financial, military and political power. They were the Pen-tagon, the trade complex and possi-

bly Camp David, the presidential retreat 130 kilometres south of where one of the planes crashed.

The hijackers may have been only lightly armed. CNN said Barbara Olson, a commentator for the network, told her husband by cell-phone from one of the airliners that the hijackers carried only knives and cardboard-cutters. They herded passengers and crew, including the pilot, into the rear of the aircraft, CNN quoted her as telling her husband.

Daniel Pipes, director of the Middle East Forum and a long-time observer of radical Islamic groups, said there is likely to be "more havoc yet. I hope this is a wakeup call for America and the world as to the kind of enemies we have."

He was among several commentators who called for a military-style campaign against terrorists and those who harbour them. Janice Gross Stein, director of the Munk Centre for International Studies at the University of Toronto, predicted U.S. policy will toughen, perhaps to include selective assassination of accused terrorists.

Arshad Majid, a member of the Islamic Center of Long Island, said Islam — like Christianity and Judaism — condemns both suicide and hurting civilians.

Clergy from other denominations joined Muslims in condemning the attack, and organized special prayer services nationwide. AP, AFP

With reports from Reuters and Associated Press

Baghdad gloats

Iraqi state television hailed yesterday's attacks as the "operation of the century," saying the United States deserved them because of its "crimes against humanity."

"The American cowboy is reaping the fruits of his crimes against humanity. It is a black day in the history of America, which is tasting the bitter defeat of its crimes and disregard for peoples' will to lead a free, decent life," Baghdad said in a commentary monitored by the British Broadcasting Corp.

"The massive explosions in the centres of power in America, notably the Pentagon, are a painful slap in the face of U.S. politicians to stop their illegitimate hegemony and attempts to impose custodianship on peoples," it said.

"It was no coincidence that the World Trade Center was destroyed in suicide operations involving two planes that have broken through all U.S. security barriers to carry out the operation of the century and to express rejection of the reckless U.S. policy," it added. "The collapse of U.S. centres of power is a collapse of the U.S. policy, which deviates from human values and stands by world Zionism at all international forums to continue to slaughter the Palestinian Arab people and implement U.S. plans to dominate the world under the cover of what is called the new order." Reuters

'Osama not involved,' Taliban says

Afghanistan's hard-line Taliban rulers rejected suggestions that Osama bin Laden, whom they are sheltering, could be behind the devastating terrorist attacks in the United States yesterday.

"We have tried our best in the past and we are willing in the future to assure the United States in any kind of way we can that Osama is not involved in these kinds of activities," Taliban foreign minister Wakil Ahmed Muttawakil told reporters.

Mr. Muttawakil said the attacks on New York, Washington and elsewhere in the United States were "from a humanitarian point of view surely a loss and a very terrifying incident."

Asked whether the Taliban condemned the attacks, he said: "We have criticized and we are now again criticizing terrorism in all its forms."

A London-based Arab journalist said that followers of Mr. bin Laden warned three weeks ago that they would carry out a "huge and unprecedented attack" on U.S. interests.

But Abdul Hai Muttmain, a spokesman for the Taliban's reclusive leader, Mullah Mohammed Omar, also dismissed allegations that Mr. bin Laden could be behind the attacks. AP

Muslims fear revenge

Muslims worried about possible backlash against them after the attack on the World Trade Center yesterday, while clergy from other denominations urged their congregations to pray for the dead.

Yesterday, Gahzi Khankan, a leader in New York for the Council on American-Islamic Relations, recalled early attacks against fellow Muslims after the 1995 Oklahoma City bombing by former U.S. Army sergeant Timothy McVeigh. "Please do not start speculating and pointing the finger at us," Mr. Khankan said.

Yesterday, the Islamic Association of Raleigh, N.C., and other groups representing Muslim- and Arab-Americans in that city, shut down a mosque and closed an Islamic school after receiving anonymous threats, said Wael Masri, a member of the association.

Arshad Majid, a member of the Islamic Center of Long Island, said Islam — like Christianity and Judaism — condemns both suicide and hurting civilians.

Clergy from other denominations joined Muslims in condemning the attack, and organized special prayer services nationwide. AP, AFP

Manitoba professor right about airport security

BY KRISTA FOSS

Peter St. John has been warning for a decade that North America's lax airport security makes it vulnerable to a co-ordinated terrorist attack — and yesterday he had terrible and unwanted vindication.

The University of Manitoba professor of international relations and expert on hijacking said that low-wage contract security personnel are no defence against sophisticated terrorists who can easily smuggle weapons past them, which occurred at several airports simultaneously yesterday.

"As long as you have rent-a-cops

looking after security, you will have problems," said Prof. St. John, who in 1991 wrote *Air Piracy, Airport Security and International Terrorism: Winning the War Against Hijackers*.

The professor, who devoted himself to the study of hijacking after one of his graduate students died in 1985 in the Air-India flight 182 bombing, said that multiple, simultaneous hijackings have a long history.

They became the signature of the Popular Front for the Liberation of Palestine, headed by George Habbash and Wadi Haddad. On Sept. 6, 1970, PFLP co-ordinated four hijackings on planes originating from

Frankfurt, Zurich and New York, which became the model for other groups, including Islamic fundamentalists.

On that day in 1970, more hijackings were attempted than were successful, and Prof. St. John said he believes that yesterday's co-ordinated attack would have been the same.

Andy Knight, an international security expert and professor at the University of Alberta, agreed. "I think there were several back-up attempts. It had to be planned that there were several happening at the same time, some as backups."

The choice of wide-bodied, fuel-

filled planes, the number of hijack attempts and the likelihood that some of the hijackers would have been able to pilot the commercial jets has led many to suspect that Saudi political terrorist Osama bin Laden was the mastermind of yesterday's tragedy. He was behind the 1993 bombing of the World Trade Center.

"This kind of attack, the hijacking of planes, the targeting of political and economic centres; it must have been thought out by a single mind. He has the resources, the terrorist units and the suicide bombers," Prof. Knight said.

The use of hijacked commercial

flights is a surprise move, Prof. Knight said.

He noted that terrorism had moved away from hijackings of commercial flights, which peaked between 1967 and 1976. Bombings and attacks on airports and airline offices increased in the next two decades while hijacking declined, according to *Aviation Terrorism and Security*, a 1999 book that includes work by Prof. St. John and other experts.

But as hijackings have decreased in absolute numbers, they have become steadily more lethal and successful as airports fail to improve their security.

"In the recent decade, the average hijacker had an 81-per-cent chance of actually seizing control of the airliner.

"The terrorist hijacker had an even higher chance of success — 85 per cent," Ariel Merari, a Tel Aviv University expert on terrorism wrote in *Aviation Terrorism and Security*.

Prof. Merari notes in his article that the rate of thwarting hijacking attempts in North America has fallen.

"The blunt fact is that the effort to protect commercial aviation from attacks has by and large failed."

'The resolve of our great nation is being tested. Make no mistake, we will show the world that we will pass this test.'
U. S. President George W. Bush

Resolute President talks tough on terror

Search under way; countries harbouring terrorists may face U.S. military strikes

BY PAUL KORING, WASHINGTON

Thousands of Americans were killed yesterday through "evil, despicable acts of terror," a sombre President George W. Bush told his country in a televised address last night.

"The pictures of airplanes flying into buildings, fires burning, huge structures collapsing have filled us with disbelief, terrible sadness and a quiet, unyielding anger," he said.

Vengeful, resolute and unbowed despite awesome tragedy, the President called his country's military "powerful and . . . prepared" as he all but declared war on states that harbour terrorists.

"We will make no distinction between the terrorists who committed these acts and those who harbour them," he said in a televised address to a nation still reeling from the worst terrorist acts in history.

Reflecting on the anger that has seized America after a day of infamy in which thousands — perhaps tens of thousands — of people died, Mr. Bush said the search is under way for the terrorists.

Unmistakable in the President's brief address was a clear determination to strike — and strike hard — against countries that assist or harbour known terrorists.

Chief among them is Afghanistan where Osama bin Laden — the fugitive Saudi financier who has vowed to strike at the heart of America — is known to be living.

But there are other countries, Algeria, Syria and Iraq among them, that may also soon face ultimatums: Deliver known or suspected terrorists or face punishing attacks from America's military.

For much of the day, Mr. Bush was out of sight in a bunker at an air force base in Nebraska — far from the chaotic scenes of devastation, death and heroism in the financial and political hearts of the United States.

With no target to threaten and no one yet to blame, the U.S. government was all but invisible as a

ANALYSIS

Action, not overreaction, prudent course

BY JOHN IBBITSON, WASHINGTON

Shortly before noon hour yesterday, speaking from an air force base in Louisiana, U.S. President George W. Bush uttered the line that will define his presidency.

"The resolve of our great nation is being tested," he told the American people. "Make no mistake, we will show the world that we will pass this test."

But in truth, this tragedy that surpasses understanding will confront a freshman President with a succession of tests that will fix his place in history, for good or ill.

Mr. Bush was reading to a group of schoolchildren at Emma Booker Elementary School in Sarasota, Fla., yesterday morning when an aide whispered to him word of the first attack on the World Trade Center.

For some reason, Secret Service agents did not bustle him away. Instead, within minutes, even before the attack on the Pentagon, the President made a statement to reporters, promising "to hunt down and to find those folks that committed this act. Terrorism against our nation will not stand."

Later, in his statement from Barksdale Air Force Base in Louisiana, and through briefings by officials, the President and his administration communicated two essential messages. First, the U.S. government continued to function, as though it had heard the fright-

stunned nation watched endless television replays of the horrific terrorist attacks on New York's twin World Trade Towers and Washington's Pentagon.

But the President flew back to Washington late yesterday afternoon, with Air Force One escorted by F-16 and F-15 warplanes, to deliver a message of resolve to a still shaken nation.

"Our very freedom came under attack," he said. "A great people has been moved to defend a great nation."

However, the tough talk came after a day of stunning tragedy and awesome failures.

It was clear that there had been abject breakdowns in the sole remaining superpower's intelligence services and its military.

"No warnings," admitted Ari Fleischer, the President's spokesman, an admission that the most massive, sophisticated and successful terrorist strike in history had eluded America's octopus of intelligence agencies.

Meanwhile, there was no explanation of how four airliners could be hijacked and flown — in at least two cases hundreds of kilometres and for nearly an hour — without being successfully intercepted. That one ploughed into the Pentagon, supposedly protected by surface-to-air missiles, dramatically demonstrated U.S. vulnerability.

All three buildings were struck by suicide terrorists who hijacked airliners and turned them into massive missiles. The fourth airliner went down in western Pennsylvania.

Amidst a massive security clampdown, Mr. Bush was whisked aboard Air Force One and flown from Florida, where he was touting his education plans to a Sarasota kindergarten when the first jet slammed into the World Trade Center, to Shreveport, La. There he made a brief statement that was televised nationwide. He was then taken to a secure bunker at Strategic Air Command at Offutt air force

ened woman who asked outside the Pentagon as the building burned, "Are we at war?"

The vital offices of the United States government would be open for business today, Mr. Bush stated in his speech to the nation last night, adding: "A great people has been moved to defend a great nation. Terrorist attacks can shake the foundations of our biggest buildings, but they cannot touch the foundation of America."

Second, Mr. Bush wanted to make it clear that the United States would react swiftly and implacably against those who had wounded it.

"We will make no distinction between the terrorists who committed these acts and those who harbour them," he vowed.

But from this moment on, the decisions will become infinitely more complex.

Within hours, senior political leaders, including three former secretaries of state — Henry Kissinger, George Schultz and James Baker — were on television demanding swift vengeance.

"War has been declared against the United States, and we ought to act accordingly," declared Republican Senator Orrin Hatch.

But act against whom? And how? Pundits and intelligence experts have identified Islamic fundamentalist leader Osama bin Laden as the likely suspect, and are already condemning the Taliban regime in



U.S. President George W. Bush listens yesterday as his chief of staff, Andrew Card, leans in to give him the first word of the morning's events. He stayed out of sight much of the day before addressing the nation last night.

base in Nebraska.

House and Senate leaders were also in secret secure bunkers and Congress was suspended.

Vice-President Dick Cheney was in a command post in the White House. Defence Secretary Donald Rumsfeld helped the wounded in the Pentagon and then spent the day in an underground command bunker.

In the perpetual struggle between the Secret Service — which wants to hide the President — and the political imperatives that he be visible as a symbol of resolve and leadership, protection won for most of the day.

He was described as "in continuous communication" with cabinet members and had talked by telephone with other world leaders. In the afternoon he chaired a national security video-conference.

"Parents need to reassure their

children everywhere in our country that they're safe," first lady Laura Bush said as she was hustled from a Senate hearing and taken to a secure location in Washington.

America's mighty military — impotent against four, lumbering, fuel-packed jetliners — was placed on high alert around the world. For the first time ever, U.S. warplanes patrolled the otherwise empty skies above New York and Washington.

Two aircraft carriers steamed out of Norfolk, Va., headed for New York but their mission was to support the rescue and recovery operation rather than retaliate.

"Needless to say, all elements of the United States government are now doing their part not only to help those who have been hurt, but to collect information, to analyze it, and to provide it to the President," Mr. Fleischer said aboard Air Force One.

their plans and invade their personal security?

And the allies of the United States will be tested, as the nation demands greater co-operation in hunting down terrorists and protecting its borders.

"We will be able to judge our friends by the kind of support we get," Mr. Kissinger stated grimly on television from Germany.

These attacks will, however, provide the White House with an opportunity.

Mr. Bush, faced with a deteriorating fiscal situation, had said that nothing short of a "national emergency" would justify tapping into surplus funds in the Social Security account to fund defence and domestic spending, though many analysts had said he had no choice. That emergency now exists.

And the President may use the tragedy to push his plans to create a controversial shield against intercontinental ballistic missile attack from a rogue state. On the other hand, Congress might insist he divert funds to antiterrorism and other conventional defences. One thing that is probably certain: Arguments within the administration and in Congress to scale back overall defence spending will fall silent.

In the face of the thousands of deaths we faced yesterday, such political speculation may seem obscene. But a presidency hangs in the balance.

Complete text of President Bush's national address

Today, our fellow citizens, our way of life, our very freedom came under attack in a series of deliberate and deadly terrorist acts. The victims were in airplanes or in their offices. Secretaries, business men and women, military and federal workers. Moms and dads. Friends and neighbours.

Thousands of lives were suddenly ended by evil, despicable acts of terror.

The pictures of airplanes flying into buildings, fires burning, huge structures collapsing, have filled us with disbelief, terrible sadness and a quiet, unyielding anger.

These acts of mass murder were intended to frighten our nation into chaos and retreat. But they have failed. Our country is strong. A great people has been moved to defend a great nation.

Terrorist attacks can shake the foundations of our biggest buildings, but they cannot touch the foundation of America.

These acts shatter steel, but they cannot dent the steel of American resolve.

America was targeted for attack because we're the brightest beacon for freedom and opportunity in the world. And no one will keep that light from shining.

Today, our nation saw evil, the very worst of human nature, and we responded with the best of America, with the daring of our rescue workers, with the caring for strangers and neighbours who came to give blood and help in any way they could.

Immediately following the first attack, I implemented our government's emergency-response plans. Our military is powerful, and it's prepared. Our emergency teams are working in New York City and Washington, D.C., to help with local rescue efforts.

Our first priority is to get help to those who have been injured and to take every precaution to protect our citizens at home and around the world from further attacks.

The functions of our government continue without interruption. Federal agencies in Washington, which had to be evacuated today, are re-opening for essential personnel tonight and will be open for business

tomorrow.

Our financial institutions remain strong, and the American economy will be open for business as well.

The search is under way for those who are behind these evil acts. I've directed the full resources of our intelligence and law-enforcement communities to find those responsible and bring them to justice. We will make no distinction between the terrorists who committed these acts and those who harbour them.

I appreciate so very much the members of Congress who have joined me in strongly condemning these attacks. And on behalf of the American people, I thank the many world leaders who have called to offer their condolences and assistance.

America and our friends and allies join with all those who want peace and security in the world and we stand together to win the war against terrorism.

Tonight, I ask for your prayers for all those who grieve, for the children whose worlds have been shattered, for all whose sense of safety and security has been threatened. And I pray they will be comforted by a power greater than any of us spoken through the ages in Psalm 23: "Even though I walk through the valley of the shadow of death, I fear no evil, for You are with me."

This is a day when all Americans from every walk of life unite in our resolve for justice and peace.

America has stood down enemies before, and we will do so this time.

None of us will ever forget this day, yet we go forward to defend freedom and all that is good and just in our world.

Thank you. Good night and God bless America.



Latest news
Full background

For around-the-clock news and reaction to the attack on the United States, visit our Web site.


globeandmail.com
 Breaking news 24 hours a day

'I wouldn't want to say what the death toll could be. It will be a horrible number. I saw people dropping out of windows.'

New York Mayor Rudolph Giuliani

Los Angeles becomes a ghost town

Fear of further terrorist attacks shuts down major cities across the United States

BY DOUG SAUNDERS, LOS ANGELES

As explosions and flames shook the cities of the U.S. East Coast, America's second-largest city was rendered uncannily silent and still. At Los Angeles International Airport, the destination for three of the four doomed flights (the fourth was en route to San Francisco), hundreds of people milled about in confusion, many waiting to meet passengers who never arrived.

Airline officials whisked them away to be counselled, as thousands of others learned their friends and relatives had been diverted to Canada.

Meanwhile, teams of Federal Bureau of Investigation officials raced to the airport and evacuated several of its seven terminals so they could detonate suspected bombs.

It was a scene of confusion and despair. LAX, as it's known, is a major gateway for international flights. Thousands of passengers were stranded in terminals, then ordered to leave the airport.

"I don't know where to go, but I'm afraid to get on an airplane again," said Bobbie Lieberman, whose flight from Chicago to Honolulu was ordered grounded in Los Angeles.

Elsewhere in the city, the normal cacophony of traffic and helicopters was silenced, as citizens huddled in fear and precaution. Almost all businesses and services were closed.

It was a similar scene in major cities across the United States, effectively shut down by their authorities and evacuated by panicked

citizens, most of whom did not bother going to work or school. All airports and most government facilities were closed, all working police and FBI officials were put on the streets, and the tallest skyscrapers were evacuated in cities such as Chicago, Los Angeles, Boston, Cleveland and Minneapolis.

Los Angeles was transformed into a ghost town. A handful of people who bothered going to work stood on the streets. The skies, normally filled with helicopters and jetliners, were empty. Busy city squares emptied. All of the city's 9,000 police officers and 600 FBI agents were ordered into action, and few non-uniformed people were seen on the streets.

"You're going to see a great visibility of officers. I think all of these things cause a different consideration for security in a free society," said Bernard Parks, chief of the L.A. Police Department. "I think we've given up a little bit more of our freedom today."

Security was especially high in the second-largest U.S. city because it is a potential target for terrorists. Ahmed Ressam — the Algerian terrorist who lived in Montreal and was convicted on terrorism charges in a thwarted bomb plot pegged to millennium celebrations — testified in court that he had been planning to bomb LAX.

Antiterrorism teams swept L.A. yesterday, closing not only the airports but also freeway exits and public-transit lines. Buildings with more than 13 floors were evacuated. The major movie studios, television production facilities, and



ADREES LATIF/REUTERS

A woman makes a call from the American Airlines terminal in the Los Angeles airport yesterday as authorities cancelled and diverted flights.

large tourist attractions such as theme parks were closed. Entertainment events such as this Sunday's Emmy Awards were cancelled. For the first time since John Kennedy's assassination in 1963, Disney World was closed. For

the first time since the death of president Franklin Roosevelt in 1945, all Major League baseball games in the United States were postponed.

The controversial Latin Grammy Awards — moved from Miami to

Los Angeles, for security reasons — were cancelled.

By noon, Los Angeles and many other major U.S. cities had been placed on high alert, and transportation stopped moving on major roadways. The Canadian and Mexican borders went on high security; traffic ground to a halt at the Mexican border at Tijuana, which normally handles more than 40,000 vehicles a day.

"Basically, everyone is on full alert," said David Murphy, a spokesman for the Customs Service in San Diego.

State and federal government buildings were evacuated. The en-

'I don't think it will be back to normal for a long time.'

tire Pacific coast was "sealed down" by military officials. The U.S. Coast Guard boarded and inspected all cargo ships arriving in the major West Coast ports, including Long Beach, Los Angeles and Oakland.

Shortly after news of the disasters broke yesterday morning, the rush-hour traffic that clogs L.A.'s famous freeways made an almost immediate U-turn, and routes were soon clogged leading out of the city.

"There was a mass exodus," said police Sergeant Robert Arcos.

Many businesses closed their doors, adding to the ghostly quality of the city's downtown core. "I don't think it will be back to normal for a long time," said Richard Watt- enbury, owner of a store that shut its doors mid-morning, along with most of its neighbours.

Swarms of FBI agents wearing protective vests and armed with shotguns periodically ran into buildings around Los Angeles, in a level of armament and security much higher than that deployed in the wake of the 1995 Oklahoma City bombing.

Military bases across the U.S. went on alert. Extra security was added at the U.S. Department of Energy's nuclear weapons and research complex in Oak Ridge, Tenn., the Los Alamos National Laboratory in New Mexico and at Fort Detrick in Frederick, Md., home to the U.S. army's main germ-warfare defence laboratory. The Kennedy Space Center in Florida was under an "enhanced security awareness."

As stock exchanges in New York and Chicago halted trading, corporations across the country voluntarily followed suit. Major businesses in the Atlanta area, including Coca-Cola Co., CNN Center and BellSouth Corp., were closed to all but essential personnel. The Renaissance Center in downtown Detroit, headquarters of General Motors Corp., the world's largest automaker, was evacuated.

The country's largest shopping mall, the Mall of America near Minneapolis, was emptied. "While we have not received any threats, we believe this is a prudent precaution," said Maureen Bausch, a mall vice-president.

The attacks prompted Utah Governor Mike Leavitt to meet with law-enforcement officials to review security planning for the 2002 Winter Olympics. "It's a reminder the entire world is vulnerable to lunacy," he said, adding he was more determined than ever to have "the world's most sophisticated security" for the Olympics.

World braces to combat a deadly, invisible foe

Security forces around globe on high alert

BY TIMOTHY APPLEBY

It felt like war. But war against whom? Absent a visible foe, all that Americans and the rest of the world could immediately do was bolster their security forces and brace for further terror amid a profound sense of outrage.

Fear and the implementation of massive security measures reached far beyond U.S. shores. From Europe to Asia, from the Middle East to Latin America, leaders struggled to face an unseen threat whose capacity for viciousness shook the planet.

The U.S. Navy dispatched air-

craft carriers and guided-missile destroyers to New York and Washington, the military was placed on maximum alert, police were out in strength on the streets of every major city, and fighter planes patrolled the skies.

Security was heightened at U.S. installations and airports the world over; many U.S. embassies were evacuated. In Brussels, the North Atlantic Treaty Organization convened an emergency meeting and urged an intensified war against international terrorism. "Our message to those who perpetrated these unspeakable crimes is clear: you will not get away with it," NATO said in a statement.

France and Britain both called a general security alert, as did Russia, which announced a series of emergency antiterrorist measures to protect its air space. Germany convened its national security council, and a rare special European Union security meeting is to be held today.

Security along the Panama Canal and in other strategic areas was tightened. Israel closed its borders with Egypt and Jordan; Israeli Foreign Minister Shimon Peres was quoted as saying that "what happened in the United States is equal to an atomic bombing."

In remarks that summarized sentiments in most of the world, Karl Kaiser of the German Council on Foreign Relations said that, when those responsible for yesterday's onslaught in New York and Washington are identified, "then America will strike. And hopefully not alone."

Across the United States yesterday, military vigilance was at a level perhaps never seen in peacetime. Mr. Bush vowed to hunt down the perpetrators of the attacks, describing the mass terror as a "national tragedy." Throughout the day, the sense of a nation under siege seemed to mount.

So too did military preparedness. The ultrasecret U.S.-Canadian North American Aerospace Defence Command in Cheyenne Mountain, Colo., which monitors North America's skies for approaching missiles, was ordered to widen its scope and watch for suspicious aircraft within the U.S.

"We're looking more intently in the interior," a spokesman said.

Elsewhere in the country, every military base was on maximum alert. Extra security was added at the Department of Energy's nuclear weapons and research complex in Oak Ridge, Tenn.; the Los Alamos National Laboratory in New Mex-



RICHARD DREW/AP

Leap of desperation

A person falls headfirst after jumping from the north tower of New York's World Trade Center yesterday. Witnesses reported seeing many people leaping to their deaths shortly after the twin towers were attacked.

ico; and at Fort Detrick in Frederick, Md., home to the U.S. Army's main germ-warfare defence laboratory.

The Kennedy Space Center in Florida was also under an "enhanced security awareness," as were all the country's 103 nuclear plants. Police in all large cities were on tactical alert, as was the National Guard.

The U.S. Navy vessels dispatched to New York and Washington from the major naval base at Norfolk,

Va., included carriers, amphibious ships, guided-missile carriers and guided-missile destroyers capable of responding to threats from air and sea. The amphibious ships were carrying Marines and sailors to provide security, as well as surgical teams and hospital beds.

World leaders grappled to find words strong enough to condemn what happened.

NATO secretary-general Lord Robertson said the attacks "underline the need for the international

community and the members of the alliance to unite their forces in fighting the scourge of terrorism."

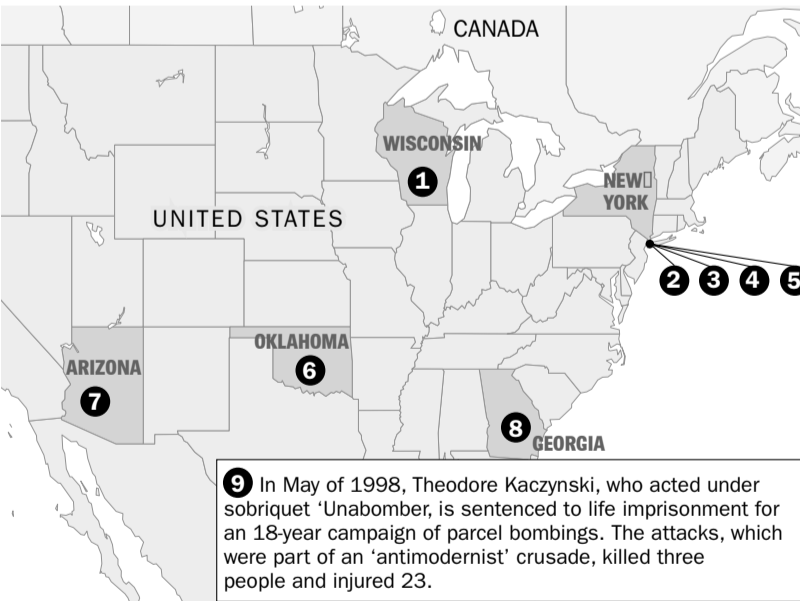
The Organization of American States, which comprises virtually all of the independent states in the Western Hemisphere, was meeting in Peru's capital Lima to adopt a charter strengthening democracy in the region. The OAS condemned the attacks.

With reports from Reuters and Associated Press

Terrorist attacks in the United States since 1970

A string of co-ordinated terrorist attacks that struck in New York and Washington yesterday were the latest and most serious to target the United States.

Following is a list of bomb attacks carried out inside the United States in recent times:



- 1 Aug. 24, 1970:** A researcher at a university in Madison is killed by a bomb planted by a pacifist group.
- 2 Jan. 24, 1975:** An explosion in a bar leaves four people dead. It is one of a series of 49 bombings between 1974 and 1977 attributed to the Puerto Rican National Liberation Army.
- 3 Dec. 29, 1975:** Eleven dead and 75 injured by a bomb planted in the left luggage department at LaGuardia airport.
- 4 May 16, 1981:** One dead in an explosion in the washrooms at the Pan Am terminal at JFK airport. The bombing is claimed by the Puerto Rican resistance army.
- 5 Feb. 26, 1993:** A bomb planted in an underground garage at the World Trade Center leaves six dead and 1,000 injured.
- 6 April 19, 1995:** A truck bomb left outside a federal building in Oklahoma City kills 168 and injures more than 600 others.
- 7 Oct. 9, 1995:** A train travelling between Miami and Los Angeles is derailed in Arizona after a bomb explosion claimed by a thitherto unknown group calling themselves The Sons of the Gestapo. One person was killed and more than 80 injured.
- 8 July 27, 1996:** A bomb explodes in Centenary Park in Atlanta during the Olympic Games, killing two people and injuring 110 others.

Note: On Sept. 16, 1920, a bomb explosion in the Wall Street financial district of New York killed 40 people and injured several hundred others. The blast is blamed by police on anarchists.

Source: AFP

BERNARD BENNELL / The Globe and Mail

'I don't think we've seen anything as horrible as what happened this morning.' *Prime Minister Jean Chrétien*

Canada goes on alert

RCMP co-operates with U.S. agencies to check if country used as staging area for terrorist attacks

BY JEFF SALLOT AND HUGH WINSOR, OTTAWA

The federal government went on a security alert and shut down all airports except for diverted aircraft in response to the terrorist attacks in the United States yesterday, but a shaken Prime Minister Jean Chrétien said these are precautions and there is no specific threat to Canada.

RCMP Commissioner Giuliano Zaccardelli said the Mounties are co-operating with U.S. authorities. He said his force is investigating whether Canada was a staging area for the attacks, but added that there is no evidence yet of any Canadian connection.

Mr. Chrétien, who said he was horrified by the attacks in New York and Washington, offered whatever Canadian emergency assistance might be needed.

The first indication in the Prime Minister's Office that a serious terrorist attack was under way came in a telephone call from a Transport Canada official to Mr. Chrétien's chief of staff, Percy Downe, shortly after the first American Airlines 767 hit the south tower of the World Trade Center in New York.

After a brief debate among senior officials, the decision was made to interrupt a breakfast meeting the Prime Minister was having at his official residence with Saskatchewan Premier Lorne Calvert.

Stewards were just clearing away the creamy, gold-embossed plates, and the two leaders — along with policy adviser Eddie Goldenberg and federal-provincial-relations official Frank Patten — had begun a discussion of the Saskatchewan drought. Then the Prime Minister's executive assistant, Bruce Hartley, came into the room and outlined the limited information available at the time.

The decision was made, probably on the advice of the RCMP, that Mr. Chrétien should remain at 24 Sussex.

The Prime Minister and his officials crowded around a television set while they received a round of briefings from Chief of the Armed Forces General Ray Hénault, RCMP Commissioner Zaccardelli and the senior adviser from the Department of Foreign Affairs, Claude Laverdure.

He placed a call to U.S. President George W. Bush in Florida but could not reach him. Canadian Ambassador Michael Kergin, however, conveyed Ottawa's offer of assistance to senior U.S. officials.

The RCMP and Canadian Security Intelligence Service routinely work closely with the Federal Bureau of Investigation and the Central Intelligence Agency on terrorism cases. The Canadian agencies stepped up their activities yesterday to try to help the Americans identify the perpetrators, officials said.

Mr. Zaccardelli said security was heightened across the country, but that "there is no intelligence indicating that Canada was a target."

He played down the immediate threats to Canadians, but was quick to add that people around the world are always vulnerable to terrorist acts.

Some Canadian officials, noting that the Americans were quick to impose border security restrictions yesterday, feared for the long-term implications of the attacks. Canada



JIM YOUNG/REUTERS

The RCMP bomb squad cordons off an area around the East Block of the Parliament buildings after a suspicious package was discovered near its main door yesterday. It was retrieved with a remote-control robotic device and turned out to be harmless.

wants to ease border-crossing procedures to facilitate trade. But many U.S. politicians have urged border clampdowns in response to terrorist threats.

The case of Ahmed Ressam, who is awaiting sentencing in the United States for trying to smuggle explosives into that country from British Columbia, is frequently cited by U.S. politicians arguing for a border clampdown. CSIS itself has warned that Canada makes an attractive staging area for terrorists intent on striking U.S. targets.

Although Mr. Zaccardelli said he had no knowledge of any Canadian connection to the latest bombings, he said the RCMP had learned a lot from the Ressam case and indi-

cated his investigators would be searching for any possible links or similarities between the explosives smuggling plot and the New York and Washington bombings.

While officials waited for assessments of the threat, the Prime Minister cancelled a planned trip to Halifax, which included an announcement of a research grant and a speech to a party fundraiser.

Later in the day, Mr. Chrétien told a news conference in an eerily quiet Centre Block on Parliament Hill that there is no immediate word on whether any Canadians were killed or injured in New York or Washington. The Department of Foreign Affairs has a toll-free line for Canadians seeking whatever in-

formation might become available about friends and relatives visiting the cities. The number is 1-800-387-3124.

Parliament is in recess and thus the number of people working on Parliament Hill was greatly reduced. A rotating strike by public servants had already shut down some major government buildings in the capital yesterday morning. Military police stepped up security at defence headquarters and at bases across the country.

Mr. Chrétien cancelled his remaining official engagements, including a scheduled meeting today in Ottawa with the visiting Prime Minister of Slovakia and a trip to Sweden on the weekend for a sum-

mit meeting.

The attacks caught the Canadian government with many of its key ministers out of town on official business. Both Defence Minister Art Eggleton and Foreign Affairs Minister John Manley were travelling in Europe. Solicitor-General Lawrence MacAulay, the minister responsible for the RCMP and CSIS, was in Yarmouth, N.S. Transport Minister David Collette drove back to Ottawa after ordering commercial air traffic grounded.

Officials said Mr. Chrétien kept in touch with his ministers by telephone, but there was no need for an emergency cabinet meeting.

With a report from Daniel Leblanc

Proximity to U.S. unnerves Canadians

BY JOHN SAUNDERS AND RHÉAL SÉGUIN

Although yesterday's terrorist attacks did not touch Canadian soil, they emptied offices and factories, closed financial markets, grounded commercial air traffic and dominated thoughts and emotions across the country.

As the news hit Toronto, workers abandoned the 30- to 50-storey downtown buildings in droves, some on their own initiative, some on the advice of superiors.

By noon, the financial core was occupied mainly by grim spectators watching reruns of the destruction of New York's World Trade Center on outdoor television screens normally tuned to business channels.

"There's no business being done today," said Lina Lagemant, a receptionist with the Bank of Montreal at First Canadian Place, the country's tallest office building. "Everyone has gone home. The trading floor is closed."

"People were scared," said Bill Platt, a worker at the federal Department of Justice. "We got an e-mail from our employer saying 'we recommend you leave, but you don't have to.' Everyone left, obviously. It's very sombre."

In Vancouver, a company that manages several central downtown highrises suggested that tenants send their employees home and imposed new security measures such as refusing access to couriers without advance permission.

"While our building is not currently under any known or perceived threat, as a precautionary measure, we are currently under heightened security," said Jon Wellman, a vice-president of Bental Real Estate Services.

Many businesses in the same building as the U.S. consulate sent their workers home. "I don't want to be collateral damage in terms of something that might happen involving the United States," said Lee Barter, of Fama Holdings Ltd.

Chris Hamilton of Crystal Solutions said "a lot of people were kind of freaking out. We're not quite comfortable working in the same building as the consulate."

In Quebec, officials were shaken by a close call for about 40 people who were preparing for a promotional event, Québec-New York 2001, which was to have opened tomorrow at the World Financial Center, a few dozen meters from the World Trade Center.

The show's chief organizer, Michel Letourneau, saw the second of two hijacked jetliners hit the World Trade Center as he entered the city. "It was like an apocalypse," he said in telephone interview. "People were throwing themselves out of the windows of the tower. People in the streets were crying and in total shock."

Premier Bernard Landry said security was stepped up at Hydro-Québec dams in Northern Quebec as soon as news was received that a terrorist attack was unfolding. He gave no details.

The official jitters were not confined to Quebec. Alberta Premier Ralph Klein expressed concern that the province's oil-and-gas industry, a supplier to the U.S. market, could come under attack.

"When you see these acts of destruction that are very targeted, the first thing that comes to mind is, at what risk are those vital commodities?" he said, adding that provincial officials would discuss the threat with their federal counterparts.

In Whitehorse, thousands of children were sent home from schools and many government workers fled their offices amid fear that a Korean Airlines Boeing 747 bound for New York had been hijacked. It landed at the Yukon capital under escort by U.S. and Canadian fighter jets. Later the RCMP explained that low fuel and miscommunication, not terrorism, led to the flap. The flight, carrying 207 passengers and crew, was redirected from a planned fuel stop in Anchorage, Alaska.

Elsewhere, Canadians tried to comprehend and react as best they could.

At ground level in Toronto, a Canada Post worker passing a gridlocked intersection solemnly asked a cab driver, "Have you heard?"

"Yes," was the driver's only response.

With reports from John Barber, Graeme Smith, Jonathan Bjerg Moller, Gay Abbate, Jill Mahoney, André Picard, Rod Mickleburgh, Patti Flather and James Rusk

Security increased at key Ottawa sites, embassies

BY DANIEL LEBLANC AND CAMPBELL CLARK, OTTAWA

Authorities were still beefing up security at key government and embassy sites in Ottawa hours after terrorist attacks shook the United States yesterday.

As the day went on, police forces temporarily closed streets, evacuated some downtown buildings that house embassies, and reacted to bomb scares.

Still, it took three hours for officials to decide to close Parliament Hill to tourists and most traffic. Until then, cars and trucks moved freely and tourists kept filing into the Parliament buildings, many unaware of the catastrophe.

Most government offices re-

mained open in the city as defence and security officials assured the government that Canada was not a target. A few closed when department managers decided to send staff home. Staff in offices like the Canada Customs and Revenue agency, next door to the U.S. embassy in the Byward Market area, were told they could leave early.

Denise Larabie, just one month into her job at Revenue, said she had never thought before about the danger that comes with working next to the Americans. But yesterday she looked repeatedly into the sky, wondering if any planes would be falling on the U.S. target.

At the Black Thorn Café, about 30 metres from the embassy, bartender Kelly Windover said: "Peo-



Ottawa Mayor Bob Chiarelli says nothing indicated immediate threats to the city; still authorities put all available police on duty.

ple are calling and asking if we're okay. My mother called me and told me to go get my son and go home."

In the hours following the U.S. disasters, nerves were tense in parts of Ottawa, especially around the American embassy; some shop-owners closed early, leaving scrawled signs on their doors.

Security was heightened at the embassy — first with a few Ottawa police cars, then with increased Ottawa police and RCMP patrols, including officers who noted licence plate numbers on nearby cars.

Employees began trickling out at 10:40 a.m. as the consular section of the building was closed and non-essential staff were sent home. Spokesman Buck Schinkman said the embassy would not close completely, although the Americans and the RCMP were "reviewing our security posture."

Many embassy employees were shocked by the day's events.

"It's overwhelming — just all the people that have been killed," one said. His colleague added: "It's probably not over with. That's the

scary part. You wonder when it's going to stop."

Municipal authorities placed the capitol on high alert, shutting the airport, putting ambulances on standby, calling in off-duty security staff and putting all available police officers on the street.

Ottawa Mayor Bob Chiarelli said "nothing indicated" that there were any immediate threats. But Police Chief Vince Bevan said authorities started co-ordinating their reaction as soon as the second plane hit the World Trade Center.

The RCMP sealed off an area around the East Block of Parliament after the discovery of a suspect package near the main door, but the bomb squad determined shortly that it was not a bomb.

'No matter what you may hear from other children on the playground, you need to know you are safe.' *Toronto Grade 5 teacher Arief Ebrahim*

Muslims fear backlash; Jewish group issues alert

BY JANE GADD

While Canadian Islamic groups warned of a backlash against Muslims after the terror attacks in the United States, a prominent Jewish group demanded stronger measures to keep out pro-Palestinian demonstrators expected in Montreal this weekend.

The Canadian Association for Islamic Relations advised all Muslim schools and community centres to go on high security alert yesterday, saying that "the media have already

aired interviews with persons who have used phrases like 'Muslim terrorists' and have attributed these vicious attacks to Muslims."

While the organization said there is no cause for panic, it urged Muslims in Canada take more caution.

B'nai Brith Canada, a Jewish advocacy group, said it was issuing an "urgent alert" to Canadian immigration and security authorities because thousands of demonstrators planned to enter Canada for a mass rally in Montreal on Saturday.

Rochelle Wilner, the national

president of B'nai Brith, said the demonstration is being organized by a Palestinian student group at Concordia University. She said the university has told the Students for Palestinian Human Rights that it may not hold the rally on campus.

In a statement, the Jewish group said yesterday's events in the United States represent a disregard for civilized society.

"Today's terrorist attacks throughout the United States have emphasized the vulnerability of all democratic states throughout the

world in the face of the ruthless agenda of terrorist groups, those who fund and equip them, and those who provide them with logistic and moral support," it said.

"Individuals among these [Montreal] demonstrators may well have links to organizations that espouse, support or implement terrorist activities."

Frank Dimant, executive vice-president of B'nai Brith, spoke of reports that some people in the West Bank and Lebanon danced in the streets after hearing of the at-

tacks. He called for "all democracies [to] work together to stamp out terrorism."

Leaders of several Muslim groups expressed worry that Canadians won't differentiate between militant extremists and ordinary Muslims and supporters of Palestinians who are horrified by the carnage in the United States.

"All Canadian Muslim residents strongly condemn what are apparently vicious and cowardly attacks against innocent human beings," said the Canadian arm of the Is-

lamic Society of North America, which is based in Mississauga, Ont.

But while condemning the attacks, the Kitchener, Ont., office of the international Islamic Humanitarian Service grouped "demolition of homes, occupying other people's land . . . and the deliberate assassination of political figures" with hijacking as acts of terrorism.

Canadian Jewish Congress president Keith Landy sent condolences to the families of the victims and urged calm while the situation is assessed.

Canada rolls down security shutters

Airports, border crossings on high alert after attacks in New York and Washington

BY STEVEN CHASE, OTTAWA

Ottawa shut down Canada's more than 600 airports to all but essential flights and wound security exceedingly tight at hundreds of border crossings and customs checkpoints in the wake of yesterday's U.S. terrorist attacks.

"We're on perhaps the most secure footing we could possibly be," said Anthony Polci, spokesman for Transport Minister David Collette. The ban on routine travel to and from Canadian airports is in place indefinitely and follows a similar edict against flights in the United States, in place until at least noon today.

The only commercial flights landing at major Canadian airports yesterday, aside from planes already in the air when the travel ban was enforced, were about 250 flights from foreign countries that were diverted from U.S. destinations after U.S. airspace was closed.

The diverted flights, carrying thousands of passengers, were rerouted across Canada, including 44 planes to Halifax, 37 to Gander, 35 to Vancouver and 27 to St. John's.

Other airports that were accepting diverted U.S.-bound flights included Goose Bay, Stephenville, Montreal, Ottawa, Toronto, Hamilton, Winnipeg, Edmonton, Calgary, Abbotsford and Whitehorse.

Lengthy lineups formed at Canada-U.S. border points after Ottawa placed the country's nearly 150 border crossings and dozens of customs checkpoints at airports and marine ports on high alert.

Customs spokesman Michel Proxul said border officials were "verifying the identity of everyone wanting to enter the country" and searching cars, luggage and belongings in a situation he couldn't recall happening before.

"I have been here 20 years. This is the first time we have ever [had this]."

Serge Charette, national president of Canada's Customs Excise Union, said customs officials were searching "pretty much all cars" at border crossings.

Fatigued, stressed and disoriented, thousands of international travellers turned Canada's airports into jet-age displaced persons' camps yesterday as the country became a voyager's haven from the terrorist attacks in the United States.

At Montreal's Dorval Airport, planeloads of passengers placed frantic calls around the world to reassure loved ones.

"I don't know what I'm going back to. I don't know what to expect when I get back," Svein Wick said after his flight to San Francisco from Montreal was cancelled.

About 5,000 overseas travellers had their flights rerouted to Montreal and Quebec City airports, according to Quebec Premier Bernard Landry.

With Montreal-area hotels at capacity, the Red Cross offered emergency shelter for anyone stuck without a bed.

"It's like there was an earthquake

Flights diverted to Vancouver

Thirty-four large aircraft from Asia and the United States were diverted to Vancouver for emergency landings yesterday, creating long lineups on the tarmac and havoc in the terminal.

The sudden influx of so many unscheduled aircraft meant that some planes circled the airport for as long as an hour before receiving clearance to land, and sat for an hour or longer before a gate was available.

Passengers were further delayed at immigration, where officials were reported to be conducting extensive searches.

After each flight arrived, the RCMP did security sweeps of the planes. Throughout the afternoon, 4,000 to 6,000 passengers landed unexpectedly in Vancouver and were left on their own, scrambling to hotel rooms or other places to stay.

Hotels near the airport were full by noon. *Robert Matas*

today," said Judith Grenon, a psychologist who turned up at Dorval Airport's arrivals lounge to offer counselling to anxious passengers from Germany, Australia and the United States.

"Even though we're hundreds of kilometres away from the epicentre, we're feeling the impact here."

In Toronto, Terminal 1 at Lester B. Pearson International was busy but eerily quiet in the hours immediately after the U.S. attacks. By 10:30 a.m., dozens of flights had been cancelled and thousands of passengers were scrambling to retrieve luggage.

The building's public address system was silent and all the televisions in the terminal were strangely blank.

Many passengers turned to cell-phones for information, calling friends or tapping into Internet sites for news. Word of the escalating disaster spread quickly from group to group. A stunned Air Canada employee stood below a hanging bank of computer screens, where all the flights were marked cancelled.

"Today the world has changed," he said, shaking his head.

Many airlines whose flights were diverted to Toronto offered to find accommodation for their passengers until normal flights resumed, a move that put a lot of pressure on area hotels.

"The entire city [of Toronto] is sold out," said Gordon Carncross, general manager of the Sheraton Gateway at the Toronto airport. "We're hoping for no-shows."

Rail service between Canada and the United States was also affected. Amtrak rail travel to the United States was being converted to bus service. VIA Rail said it was not selling tickets for travel to the United States today.

With reports from staff



NICK PROCAYLO/CANADIAN PRESS

Stranded

Carole Pansart and Nick Wohlfart comfort each other yesterday after being stranded in the Vancouver airport. Canadian and U.S. flights were halted in reaction to the attacks in Manhattan and Washington.

The show must go on, and it will — for now, film fest director says

BY GAYLE MacDONALD AND KIM HONEY

The Toronto International Film Festival will resume today after most of yesterday's screenings, galas and media interviews were cancelled in the wake of the U.S. attacks.

At a press conference, Piers Handling, the festival's executive director, said that for now the screenings and galas will continue, although the atmosphere remains sombre. "We're trying to gauge the temperature in terms of the will to continue."

"We've talked to distributors, sales agents and our corporate sponsors and, at this point in time, we don't think it's appropriate to cancel the rest of the festival," Mr. Handling said. "We will continue to re-evaluate and we will be totally sensitive to events as they unfold."

Scores of movie stars and filmmakers cancelled interviews yesterday as they awaited news of loved ones in the affected cities.

Director David Lynch was in the middle of a TV interview this morning when he heard a plane had

crashed into the World Trade Center. Mr. Lynch, who has a son who lives in New York, immediately cancelled the interview.

Actress Heather Graham, here to publicize the film *From Hell*, left immediately to drive home to New York. "She made it out. So she's home, but obviously really disturbed," publicist Julia Perry said.

Hotels beefed up security and festival management were pin-pointing foreign films that could be a target for terrorist activity. Mr. Handling said the festival would take measures to ensure those venues and the people involved in the films were safe.

Yesterday, hundreds of journalists covering the festival milled aimlessly around the city's downtown core. With all the festival screenings cancelled and the stars ensconced in hotel rooms, there was little to do except watch the footage on TV.

Louis Lumenick, a journalist with the New York Post, said he and his wife live about five kilometres north of the World Trade Center. "My wife called me this morning

and she was crying. She wanted me to rent a car and get home as quickly as possible, but of course I can't. It's a situation beyond words. I mean, who can watch a movie? We're going to be here for days."

At the Intercontinental Hotel, dozens of New York city based film publicists gathered around TV sets to watch news updates. Many had friends or relatives who worked in the Trade Center that they were trying to reach by phone or e-mail.

Bryan Prettie, a trauma response counsellor for Warren Shepell consultants, was brought in to treat Festival patrons, guests and staff. "In these kinds of trauma," Mr. Prettie said, "the anxiety level goes through the roof. People feel threatened, insecure. They fear for their safety and the lives of family and friends. Until you process it, it's scary as hell."

The Windsor Arms Hotel, which was to play host to the InStyle party for 350 and cater a party for 1,200 at SkyDome — both of which were cancelled — donated the food to homeless shelters. Today's Celluloid Celebration will not be held.

TV images shock young students

BY SEAN FINE, EDMONTON

Moments after the 27 girls in teacher Christie Chorley's Grade 9 class absorbed, yet again, a televised image of an airplane crashing into the World Trade Center, there was something nearly as horrifying: a crowd celebrating, somewhere in the world, with cheers and hand slaps.

"I don't even know that the press was smart to show those pictures, because it's going to create hostility," Ms. Chorley told the 13- and 14-year-old girls, some white-skinned, some brown, some yellow, sitting at their desks in a large circle.

"There's going to be a war," a girl said.

The perilous future was the recurrent theme for the oldest and most sophisticated pupils at Edmonton's Oliver School, which contains an elementary co-ed program and an all-girls middle-school program. In some ways this was a class discussion like any other; the children could not help being cheerful. But there was the occasional flash of emotion. And virtually all had something to say.

Many students had already witnessed the morning's terrible events on television before coming to school, since Edmonton is two hours behind New York. By mid-morning, the public school board sent an e-mail to all principals instructing them on key messages for students and staff.

The first was to reassure them that they are safe. Answer their questions but avoid speculation, and above all stick to regular school routines, the advisory said. And keep an eye out for children who may need counselling.

"No matter what you may hear from other children on the playground, you need to know you are safe," Grade 5 teacher Arief Ebrahim told his pupils. "You need an adult that you can talk to about this."

Ms. Chorley gave a brief description of the day's events, noting that the loss of life could be massive.

The children shared what they had seen or heard in the news media. One girl said that people were jumping out of the burning buildings.

Amy Vanderwoude passed on what she had heard on the radio. "They were saying the World Trade Center can hold a small town."

Erika Lund was full of emotion. "These people wake up in the morning and they go to work and they die."

Erika began to cry but continued to speak. "They think they're going to come home tonight and they won't because they're dead."

"What happened today makes you appreciate what you have," Danielle Stephens said. "We go to school and we have fun and then we go home and see our parents and siblings. And then this happens. Their lives have been ruined."

And the girls circled back to fear.

"Is there a chance that there could be a huge war now?"

"I think there's a chance," Ms. Chorley replied.

"Could Canada be called out?"

"I don't know, but I heard on the radio that our garrisons are on alert," Ms. Chorley said. "Canada is a peacekeeping nation. I don't know if we would get involved or not. The United States is like our big brother."

Danielle said her first thought had been that maybe Canada had done it. Then she realized the U.S. is Canada's main trading partner. Her peers laughed.

Then a building collapsed on the classroom television and the children gasped.

With a report from Wanda Kowalski

'This mass terrorism is the new evil in our world today. It is perpetrated by fanatics who are utterly indifferent to the sanctity of life,' *British Prime Minister Tony Blair*

Palestinian refugees celebrate in streets

Political leaders condemn carnage, rush to distance their organizations from attacks

BY PAUL ADAMS, TEL AVIV

Street celebrations broke out in Palestinian communities in Jerusalem, the West Bank and Lebanon yesterday at news of the terrorist attacks in the United States. But almost as quickly, Palestinian political leaders rushed to condemn the carnage and to distance their organizations from any involvement. Meanwhile, Israel closed its air space to foreign planes and Prime Minister Ariel Sharon said his country will send emergency medical teams to the United States to aid in the recovery effort.

In Lebanon, men wearing military fatigues paraded through the streets of the Ein el-Hilweh refugee camp, firing rifles and rocket-propelled grenades in the air. Some residents interrupted their afternoon siestas, still dressed in their pajamas, to rush into the streets and cheer.

There were similar scenes in other Palestinian camps in Lebanon as well as a number of West Bank cities. In Nablus, a crowd of about 2,000 people gathered and drivers honked their horns in jubilation.

"Bin Laden, bomb Tel Aviv!" some cried, referring to Saudi exile Osama bin Laden, who is thought to have been behind previous terrorist attacks.

A young Palestinian gunman named Mustafa said: "I feel I am in a dream. I never believed that one day the United States would come to pay a price for its support to Israel."

In Gaza City, however, Yasser Arafat, the head of the Palestinian Authority, appeared shaken when he spoke to a television news crew. He condemned what he called a "terri-

ble act." "We are completely shocked, completely shocked, unbelievable," Mr. Arafat said. "I present my condolences to the American people and to [U.S.] President [George] Bush and his government, not only in my name but in the name of all the Palestinian people."

Many of the Palestinian groups responsible for recent terror attacks in Israel denied any connection to events in the United States. However, they were more equivocal than Mr. Arafat in their condemnation. As recently as last month, a spokesman for the Democratic Front for the Liberation of Palestine called for strikes on U.S. interests after the Israelis assassinated their leader, known as Abu Ali Mustafa.

However, speaking on behalf of the DFLP in the West Bank city of Ramallah yesterday, Qais Abedel Rahim denied a news report that his organization was connected to the attack.

"We deny our responsibility," he said. "But we call upon the American administration to review their attitudes and their policy toward the Palestinian question because this policy arouses the anger and the hatred of our people and of all Arab and Islamic peoples."

Similarly, a spokesman for Islamic Jihad, which has been responsible for several recent suicide bombings in Israel, said yesterday, "We are against the killing of innocent people." But he too suggested that U.S. policy in the Middle East had opened the door to violence.

The Israeli government responded quickly to the news from the United States, closing its airports to all foreign traffic and putting its air force on high alert. Israeli police said that they were re-



ALI HASHISHO/REUTERS

Dancing children surround jubilant Palestinian guerrillas at Ein el-Hilweh refugee camp near the port city of Sidon in south Lebanon yesterday after hearing of the attacks on the United States.

inforcing security around U.S. installations in the country. Israel's missions abroad were evacuated or reduced to a sentinel staff.

Mr. Sharon cancelled his planned schedule for the day and rushed to contact the Bush administration to express his condolences. His office said the Israeli government was scrambling emergency medical teams to head to the United States. The Israelis provided similar assistance when the U.S. embassies in Kenya and Tanzania were the target of bomb attacks in August of 1998.

The Israeli Minister of Defence, Binyamin Ben-Eliezer, who cancelled a planned visit to Wash-

ington, hinted that the attack was carried out by Islamic terrorists.

"The threat of radical Islam is the central threat to the free world," he said.

However, Israeli intelligence sources were clear that for a number of reasons they did not believe the culprits were likely to be Palestinian. First of all, the scale and organization required were beyond that which Palestinian groups have demonstrated in the past. More important, they said that Palestinian groups usually intend their violence to be used as leverage to achieve their political goals. Enraging the Americans seems an improbable tactic for advancing the cause of

Palestinian independence, they suggested.

"The organization that carried it out must have very good infrastructure and extreme hatred for the United States," said Professor Ariel Murari of the University of Tel Aviv. "I would say that the organization that did it should be one that views the world in Armageddon terms."

Like most Israeli experts, Prof. Murari said the attacks had the hallmarks of Mr. bin Laden's Afghanistan-based organization, or one like it, rather than Palestinian militants.

With a report from Agence France-Presse

Latin America condemns attacks

Leaders of Latin America, which has close diplomatic and trade ties to the United States, reacted with horror and condemnation to attacks on U.S. cities yesterday, and security was beefed up at U.S. diplomatic centres throughout the hemisphere. In Argentina, which saw bombings of Jewish centres in the 1990s, the U.S. embassy was evacuated, the Israeli embassy was shut and the government said it was boosting security at Jewish institutions.

U.S.-bound flights from Latin America were cancelled or ordered to turn back and airports were put on alert.

The Organization of American States, meeting in Peru's capital, Lima, to adopt a charter strengthening democracy in the region, condemned the attacks.

The OAS "expresses its most vehement condemnation of the terrorist attacks in the cities of New York and Washington . . .," the body said in a statement.

Reuters News Agency

Bomb scare clears Kuala Lumpur towers

BY MIRO CERNETIG, BEIJING

Across Asia, governments quickly and universally condemned the terrorist attacks in the United States yesterday, and thousands of people fled the world's tallest office building after a bomb scare.

In Japan, which has dealt with its own terrorist attacks in the past, there was immediate support for the United States. Prime Minister Junichiro Koizumi ordered heightened security at U.S. military bases and signalled his government's support of initiatives to prevent further acts of terrorism.

"We can never forgive such a dastardly and outrageous act. On behalf of the people of Japan, I express my condolences to the American people from my bottom of my heart," the Prime Minister said in a statement. "This sort of terrorism will never be forgiven and we feel strong anger," he said in a message to U.S. President George W. Bush.

Similar support came from Singapore, a long-time U.S. ally.

"I would like to convey my deepest condolences to you, the families of all of the bereaved and the people and government of the United States of America," Prime Minister Goh Chok Tong said in a letter to Mr. Bush. "We join you and others in strongly condemning these acts of terrorism."

A Taiwanese government spokeswoman said: "We condemn every violence whatever their excuses might be."

Malaysian Prime Minister Mahathir Mohamad reacted to the news of the attacks by suspending his country's stock market and cancelling a planned trip to Britain, Russia and Germany.

Thousands of Malaysians were forced to evacuate Kuala Lumpur's 88-floor Petronas Twin Towers.

The scare, initially described as a safety drill, was real, Police Chief Inspector Azly Zakaria said. Police

were searching the building.

"We received a phone call from the KLCC [Kuala Lumpur City Centre in the twin towers] at 8.30 a.m. and the caller said the bomb would explode at 9," he said. The call was traced to a public phone booth, he said.

Office occupants calmly abandoned the buildings, the work place for 6,000 people and at 452 metres, the tallest building in the world.

Meanwhile, armed personnel were deployed by authorities to protect U.S. embassies in Thailand, India, China, the Philippines and other countries. Hong Kong's police were put on alert.

And China, which wields an increasing regional influence from Afghanistan to North Korea, both linked to past terrorist activities, has said it also opposes terrorism.

"The Chinese government has consistently condemned and opposed all manner of terrorist violence," Chinese Foreign Ministry

spokesman Zhu Bangzao said. "The Chinese people were deeply shocked by the disastrous attacks against the U.S. in New York, Washington and some other areas, that caused devastating casualties."

But statements alone may no longer be enough for China, which increasingly hopes to be a multilateral player in international affairs.

"China will now find itself in a new world, with the United States and the West demanding it take a more proactive role in isolating states that harbour terrorists and help reduce the risk of such attacks in the future," a Western diplomat said. "China has had close links with North Korea, which has long been connected to terrorist activities and attempts to build nuclear weapons. China also has been spreading missile technology to Pakistan and Iran, against U.S. wishes."

With reports from Agence France-Presse

Anti-Taliban forces take responsibility for Afghanistan bombing

BY STEPHANIE NOLEN

When the night sky over Kabul was lit by the bombing and tracer fire last night, the world immediately assumed retribution.

But the fighting in Kabul appears to have been simply another page in Afghanistan's long civil war rather than U.S. retaliation for the attacks on New York and Washington. Ahmed Shah Masood, leader of the resistance to the ruling Taliban, was injured and possibly killed in an explosion in northern Afghanistan on Sunday. His forces have fired rockets into Kabul before, and claimed overnight to have done so again. As the explosions began around 2 a.m., Kabul time, there

was speculation that the bombing was the work of U.S. forces. But officials in Washington quickly denied responsibility.

"We have no knowledge of who is responsible for the attacks in Afghanistan, but the United States is not," said Scott McClellan, spokesman for President George W. Bush.

This morning in Afghanistan, Bismillah Khan, a top commander of anti-Taliban forces, told Reuters in a satellite-phone interview that "two of our helicopter gunships took part in this operation."

He said opposition forces also fired medium-range Russian-built missiles at the airport.

"We had to do something to stop their attacks and that was the only

way," Mr. Khan said, citing an intensification of Taliban attacks after reports of Mr. Masood's death.

"Something was going to happen in Kabul today," even before the World Trade Center bombing took place, said Bernard Reich, professor of international affairs at George Washington University in Washington, D.C.

There were seven or eight explosions in the city, followed by what appeared to be anti-aircraft fire, then the sound of Taliban jets taking off, according to wire service reports.

There has been speculation that Osama bin Laden masterminded the U.S. attacks, and he has been sheltered by the Taliban in Afghani-

stan for at least two years. But it is almost certain that Mr. bin Laden is not in the capital. The few sightings and interviews with him in recent years have come from southern Afghanistan.

When the fighting began, the Cable News Network immediately filled its broadcast screen with images of the night sky over Kabul, pictures reminiscent of the start of the Persian Gulf war.

Prof. Reich said images of the attack suggested adversaries other than the United States. A U.S. attack would be done by long-range missiles, likely launched from ships based in the Persian Gulf, he said, not planes that could be shot down. There would be strong firepower

at deliberate, not haphazard, targets.

"It's far too soon [for retaliation], and the target will not be Kabul," he said.

Prof. Reich, who works extensively with the U.S. State Department, said he believes officials are 99-per-cent sure that Mr. bin Laden is behind the attack, but retaliation will not be immediate.

"We're going to make sure of everyone involved in this," he said. "There's plenty of time; the target's not going anywhere. When we have good evidence, we'll line up the rest of the world and go from there."

With reports from Associated Press and Reuters

'Terrorist frenzy' horrifies Europe

BY ALAN FREEMAN, LONDON

European leaders from Paris to Moscow reacted with horror and revulsion yesterday to the massive terrorist attacks on U.S. targets as security was tightened at airports and U.S. installations around the globe.

British Prime Minister Tony Blair said after an emergency cabinet meeting that the attacks on New York and Washington represent "the new evil in our world" that must be fought and destroyed.

"This is not a battle between the United States of America and terrorism, but between the free and democratic world and terrorism," Mr. Blair said, vowing that Britain stood "shoulder to shoulder" with the Americans at a time of tragedy.

In Moscow, President Vladimir Putin condemned the attacks and vowed in a telegram to U.S. President George W. Bush that "such an inhuman act must not go unpunished. The entire international community should unite in the struggle against inhumanity."

In France, armed troops were sent to airports and subway stations as part of an emergency plan drawn up in 1995 during a wave of terrorist bombings in Paris. President Jacques Chirac called the terrorism in the United States "monstrous."

European Union foreign ministers planned an emergency meeting today to consider their response to the incidents. Chris Patten, the EU's external-relations commissioner, called the attacks "an act of war by madmen" and compared them to the Japanese attack on the Pearl Harbor naval base in 1941.

United Nations Secretary-General Kofi Annan called the attacks "deliberate acts of terrorism, carefully planned and co-ordinated." George Robertson, Secretary-General of the North Atlantic Treaty Organization, called them an "intolerable aggression against democracy."

In London, the Queen said she was watching developments in "growing disbelief and total shock." A plane carrying her son, Prince Andrew, on a flight from London to Atlanta, returned to Britain after the U.S. attacks.

Pope John Paul said in a telegram to Mr. Bush that he wanted to express "my profound sorrow and my closeness in prayer for the nation in this dark and tragic moment." In Italy, Prime Minister Silvio Berlusconi ordered that Italian and EU flags be flown at half-mast. He condemned "these monstrous criminals who have demonstrated a vile and brutal affront against humanity."

German Chancellor Gerhard Schroeder called the attacks "a declaration of war against the entire civilized world."

The German government convened its national security council and armoured cars moved into position around the U.S. embassy, where a session debating the budget was suspended.

The public opening of Berlin's newly inaugurated Jewish Museum, planned for last night, was cancelled.

The German stock market suffered its largest fall since 1989, losing 8.5 per cent of its value yesterday. The exchange was cleared after a bomb threat as all of Frankfurt's skyscrapers were ordered closed.

The French stock market fell 7.4 per cent but all European exchanges said they plan to open normally today.

Spanish Prime Minister Jose Maria Aznar, whose government has been at war with Basque terrorists, called yesterday's events "a terrorist frenzy."

Extra police protection was thrown up at U.S. embassies around the world and there was disruption of air traffic to and from the United States.

Lufthansa, the German airline, said that about 5,000 of its passengers were affected as 22 of its trans-Atlantic flights were recalled or diverted.

In Britain, a police spokesman at London's Heathrow airport said several flights operated by American Airlines and United Airlines that had been on their way to the United States were turned back to Britain after the attacks.

Mr. Blair announced increased security at airports in the United Kingdom, including a ban on virtually all private flights and an interdiction of aircraft from flying over central London.

'I just saw my two towers fall.' *Lewis Eisenberg*

Now just a memory...

A famous landmark of downtown Manhattan, the World Trade Center's daily traffic consisted of around 50,000 workers and 200,000 visitors.

Security

The World Trade towers are thought to have the highest level of security apart from the New York Stock Exchange.

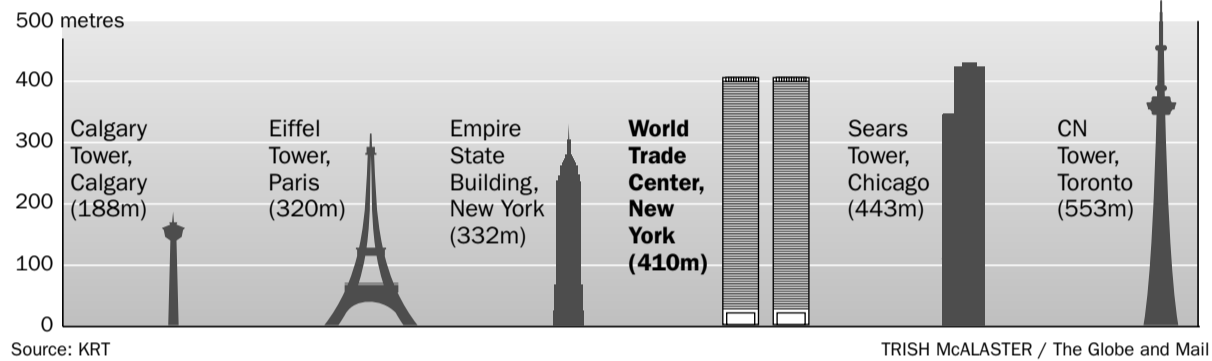
■ Security personnel includes private security companies and the Port Authority's own World Trade Center police force.

■ All visitors require a photo I.D. to enter the towers. Staff have a permanent pass, but VIPs, visitors and service people must line up and show a passport or driver's licence to have their photo taken for a temporary pass.

■ Everyone must pass through electronic or manned security gates where their I.D. is checked and their bags are searched.

■ There are security cameras on every floor, and each elevator bank is cordoned off and monitored by at least 2 security officers.

How it measured up



Flames melted steel supports toppling towers, experts say

BY ESTANISLAO OZIEWICZ

For experts in blast-resistant design of modern high-rises, watching the utter destruction of the World Trade Center and its twin 110-storey towers was both agonizing and clinical.

"It is extremely sad to see such a magnificent building destroyed for irrational reasons," Dr. Theodor Krauthammer, a civil engineer and director of Penn State University's new Protective Technology Center, said in an interview. "On the other hand, it is a shocking experience to see, from an engineering standpoint, such a massive building collapsing."

Dr. Krauthammer's research unit has more than just an academic interest in yesterday's terrorist attacks. His centre is funded by the U.S. Army Corps of Engineers in co-operation with the Marine Corps Research University. Its genesis is the recent history of terrorist attacks on U.S. installations abroad and at home, including the 1993 bombing of the World Trade Center that killed six and injured 1,000.

But, in the face of yesterday's audacious attacks, even Dr. Krauthammer is somewhat confounded. "Basic civil engineering does not address these kinds of situations. No civil engineers would have predicted this kind of failure at all," he said.

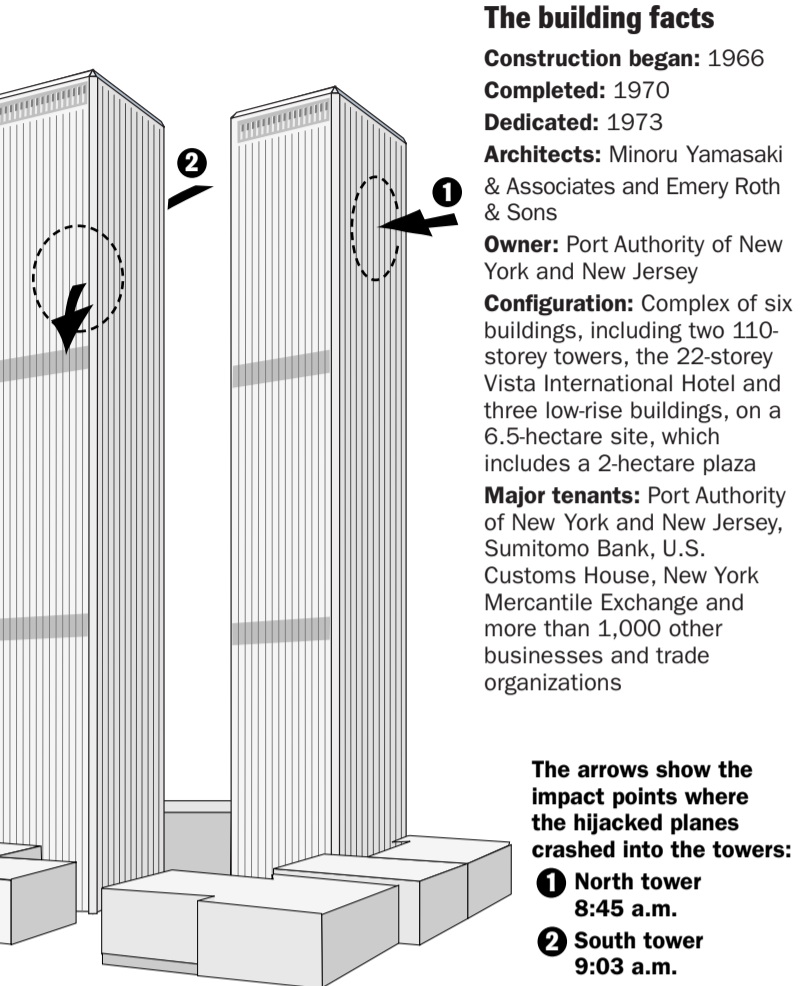
However, this "failure," the total collapse of the towers' gigantic twin pillars (built, in part, by Newfoundland steelworkers and Mohawk Indian high-riggers from reserves west of Montreal), is fairly easily explained in structural-engineering terms. Dr. Reed Mosher of the U.S. Army Engineering Research and Development Center in Vicksburg, Miss., said in an interview that the 30-year-old World Trade Center, designed using load-bearing steel walls rather than the steel-cage construction of skyscrapers built today, was able to take the brunt of the first plane crash into one of the towers.

But the ensuing fires from both hits proved devastating.

"My concern was the heat," Dr. Mosher said. "The burning may have caused a floor collapse, which had probably maybe 15 floors above it or more, and bringing all that weight down caused the rest of it to collapse. . . .

"It's a lot like imploding a building to tear it down. With the explosive, you try to use the gravity weight of the building to cause it to collapse."

Dr. Krauthammer said it was a dramatic and unforeseen series of



The building facts

Construction began: 1966

Completed: 1970

Dedicated: 1973

Architects: Minoru Yamasaki & Associates and Emery Roth & Sons

Owner: Port Authority of New York and New Jersey

Configuration: Complex of six buildings, including two 110-storey towers, the 22-storey Vista International Hotel and three low-rise buildings, on a 6.5-hectare site, which includes a 2-hectare plaza

Major tenants: Port Authority of New York and New Jersey, Sumitomo Bank, U.S. Customs House, New York Mercantile Exchange and more than 1,000 other businesses and trade organizations

The arrows show the impact points where the hijacked planes crashed into the towers:

1 North tower 8:45 a.m.

2 South tower 9:03 a.m.

Sun blotted out by smoke and soot

Disaster area looked like a war zone as workers stumbled through grey clouds looking for safety

BY SIMON HOUPT, NEW YORK

The area around the World Trade Center looks more like a war zone than the world's financial capital, after yesterday's attacks on the twin towers left Lower Manhattan covered in heavy soot, airplane parts, twisted metal and other grey debris.

Wave after wave of emergency vehicles raced into the area, bringing busloads of medical workers and police officers to attend to victims. Firefighters and others who rushed to the scene immediately after two hijacked planes crashed into the towers retreated briefly when the buildings collapsed, then continued their rescue efforts throughout the day.

The disaster zone looked like a scene from the Second World War Blitz of London. Windows in dozens of office buildings were blown out; streets in the downtown core were strewn with clothes and office supplies. The blue sky clouded over from soot and smoke raining down from the fires in the towers. Colour disappeared as the landscape turned grey and bleak. At times, no sunlight could penetrate the thick black smoke. The air was pierced only by the shouts of emergency staff.

Hundreds of office workers ran screaming from the centre's pedestrian concourse when the first tower collapsed.

"You want to see blood? I'll show you blood," said one distraught woman, lifting the bottom of her dress to reveal bloody shins and bare feet.

"I was here for the first one," she said, referring to the 1993 bombing of the World Trade Center. "I'm not doing this again."

"It was holy hell," said a man in his 50s, blood and soot covering his shirt.

"I've never seen anything like it. I got out just in time."

Hours after the planes hit the buildings, the smell of burning rubber and paint hung heavily in the air. Police cars and other vehicles sat covered in soot and debris, their windows blown out. Fire trucks lay buried under business papers and plaster from the demolished buildings.

Hundreds of onlookers silently



JEFF CHRISTENSEN/REUTERS

People look out from the burning north tower of the World Trade Center yesterday, after it was hit by a hijacked plane. Shortly after this photo was taken, the tower collapsed.

videotaped the disaster, watching thick clouds of smoke swarm the downtown courthouses and City Hall. Many crying workers tried to reach their relatives on cellphones, although service was intermittent. Long lines of bloodied office workers formed near payphones.

New Yorkers praised the city's rescue workers for their fearless response to the tragedy. "I'm on vacation from the fire department," said one firefighter covered in soot. "This is supposed to be my day off. But my job is saving lives."

Many rescue workers were lost in the disaster. The vice-president of the city firefighters' union, Mike Carter, estimated that 200 of the first 400 firefighters on the scene died.

"We have entire companies that are just missing," he said. "We're going to have to bury a lot of people." The city's police department refused to say exactly how many officers were killed, but at least 75 were believed to have died during rescue efforts.

As night fell, reinforcements arrived on the scene, bringing heavy machinery to lift away debris and pull survivors out of the rubble.

Mayor Rudolph Giuliani tried to assure people that the city will survive the attacks.

"New York is still here. We've undergone tremendous losses and we're going to grieve for them, but New York is here and it's going to be here forever," he said.

Outside St. Vincent's Hospital, the closest trauma centre to the disaster site, people milled around hoping for information about friends and relatives.

As hundreds of people looked on with video cameras and issued reports to friends via cellphones, wave after wave of ambulances arrived at the hospital.

By 3 p.m., the hospital had admitted more than 250 of the most critically injured victims, with hundreds of other victims sent to hospitals in New Jersey and Connecticut.

The World Trade Center was a popular draw for thousands of tourists every day. Sherry Ferguson and Rob Redhead came into the city from Toronto on Monday and planned to visit the centre yesterday morning, but they got a late start to their day after drinking late into the previous night. They were just heading out the door when a friend called with the news.

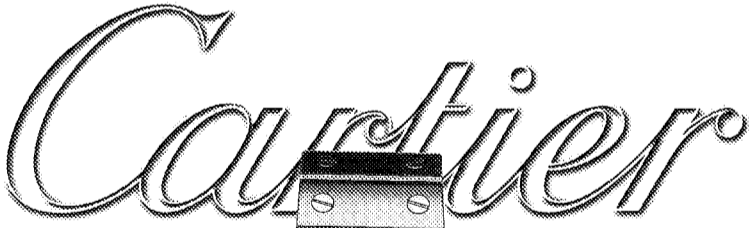
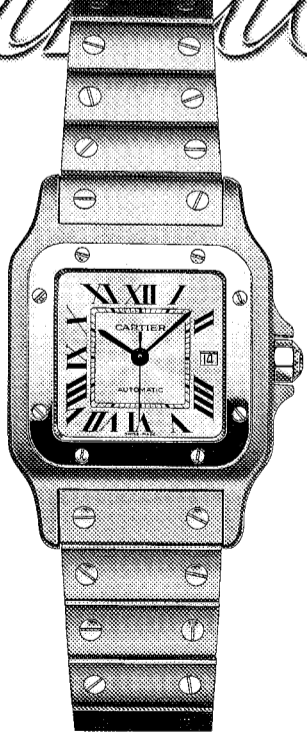
"I can't believe it. We've just been walking around in a daze," Ms. Ferguson said near the site.

"We're both glad we drank too much last night. Otherwise there's the very real possibility that we could have been in the middle of that," Mr. Redhead said.

A few blocks north of the disaster zone, architect Thomas Brown sat in disbelief outside his apartment, watching the fires from the scene still burning in the late afternoon.

"It was the loudest sound I've ever heard," he said, recalling the first plane colliding with the tower. "The World Trade Center is such a focal point, it's how you place yourself. It's always there. I can't believe something so massive could be destroyed like that," he said, shaking his head.


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'Our sense of privilege, protection and isolation is forever destroyed. The ultimate impact . . . will manifest itself in the political system and the way we live our lives.'

Henry Aaron, Brookings Institution

U.S. innocence lost in senseless slaughter

WENTE from page A1

Who did these things? All indications point to a sacred *jihād* from the Middle East. Maybe it was Saddam Hussein, exacting his blood revenge at last. Or Osama bin Laden, the millionaire fanatic who hates America for sending troops to Saudi Arabia during the war in the Persian Gulf, and for supporting Israel. “*Blood, blood and destruction, destruction,*” he commanded in a videotape to his followers last fall. To kill Americans is holy.

Those who are responsible are most likely men from remote desert

lands. Men from ancient tribal cultures built on blood and revenge. Men whose unshakable beliefs and implacable hatreds go back many centuries farther than the United States and its young ideas of democracy, pluralism and freedom.

Hard men, who hide out in desert bunkers and turn the instruments of Western technology — its computers and CD-ROMs and videotapes and airplanes — against the West. Men capable of flying Boeing 747s with pinpoint, deadly accuracy, and of giving up their lives for the greater glory of Allah, and of murder on a massive scale.

Men who’ve mastered all the modern Western technocratic skills, and who deploy them with the implacable determination of fanatics.

Men whom most Americans, in their innocent and happy secularism, can scarcely comprehend and hardly ever gave a thought since that nearly bloodless cartoon war in the gulf.

That innocence is now gone.

For a decade now, these terrorists have been America’s greatest threat. Its military muscle could have obliterated them long ago, but the will was never there. The trade-offs were judged to be too great.

Mr. Hussein and Mr. bin Laden are experts at survival. They are hard to catch, and surround themselves with men armed with guns and rocket launchers. Americans would not have been able to stomach too much loss of life to catch these men and the possibility of failure and political embarrassment was too great.

And no one wanted to create another Islamic martyr.

Everything will change now, will tip and destabilize in ways far beyond knowing.

The Middle East, the world’s economy, the American intelli-

gence establishment, its entire defence strategy, the way it fights its foes. Millions of people of Islamic faith unfairly tarnished by the terrorism of a few.

We have ahead the test by fire of a presidency.

We will have agonizing stories of human suffering, too many to bear. We will have the dead, and countless families shattered, and grief and mourning beyond measure.

But the wounds to America, though terrible, are very far from mortal.

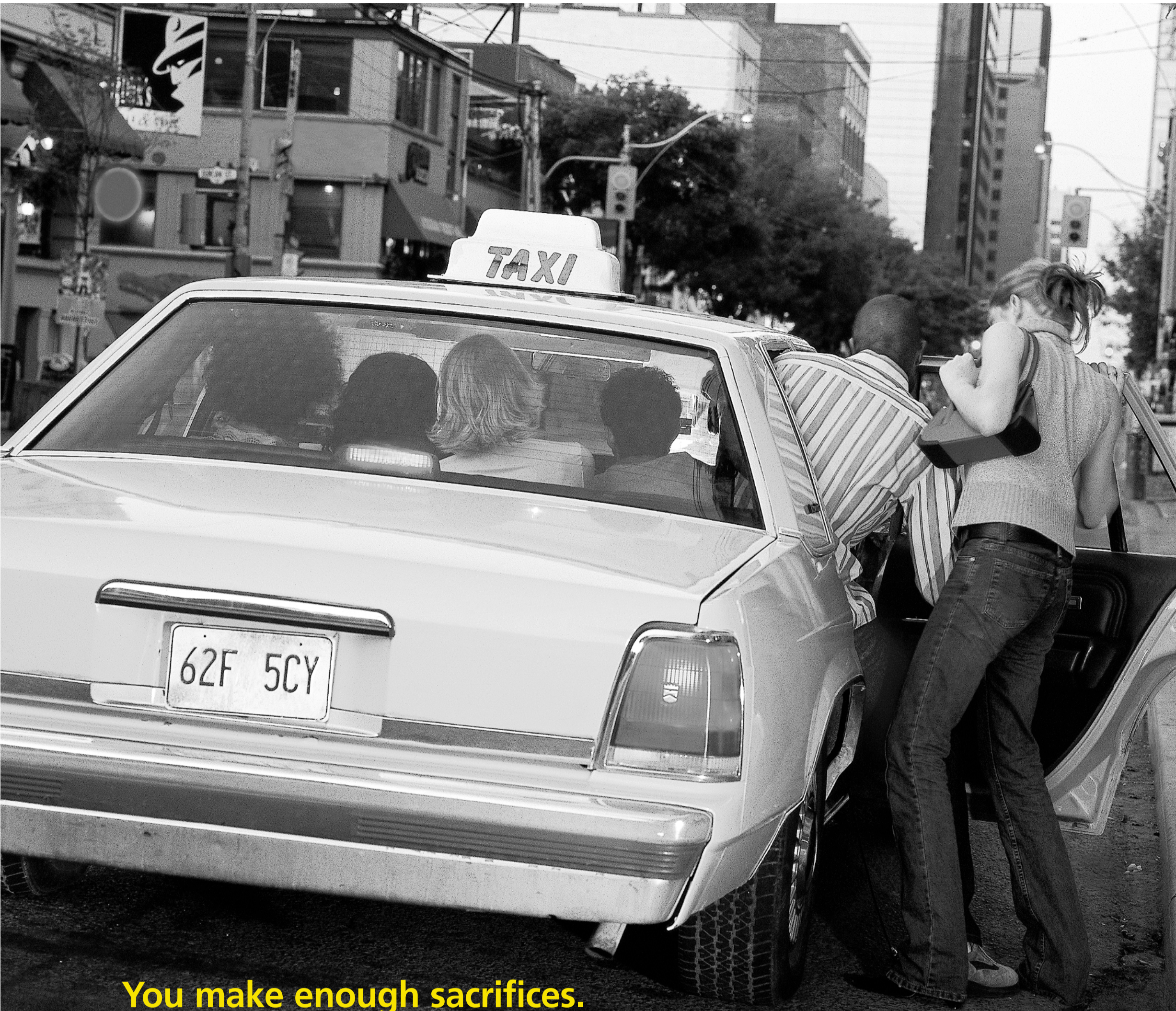
“Americans will persevere,” said one New York woman yesterday,

staring hard into the camera. She had seen people die before her eyes. That was her message to us and to the men who did this.

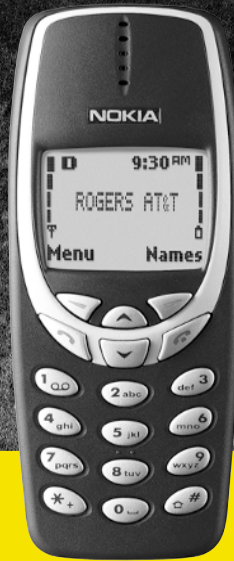
Shock and disbelief and grief will give way to anger and resolve.

The fanatics and the terrorists will not prevail. The wider Arab world will not rally to support them, and America will not be driven away. Americans will persevere.

But everything has changed, and the world will never go back to the way it used to be, before the madness began, at 8:45 a.m. Eastern Daylight Time.



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'People are covered with concrete, soot, and other flying objects.' *Mark Ackermann, St. Vincent's Catholic Medical Center (Manhattan) chief corporate officer*

Canada offers a hand as U.S. reels

Moved by shocking images, Canadians stand ready to offer medical support

BY CAROLYN ABRAHAM

Canadians are standing by in the wake of yesterday's events in the United States, ready to provide hospital beds, blankets and blood. But so far, the U.S. is taking care of its own wounded.

Canada's federal, provincial and local governments swiftly pledged whatever health-care support is needed, and ordinary citizens, moved by the horrors that played out on their television screens, were also quick to offer a hand.

Lorna Tessier, speaking on behalf of Canadian Blood Services, said people had been calling steadily since morning. "The phones have just been ringing and ringing. We're extending clinic hours, and we're adding clinics for people to donate."

One Ontario Health Ministry spokesman said government phones had started ringing shortly after the morning attack as doctors, nurses, clergy, psychologists and trauma counsellors called to volunteer their services. Names and numbers were being compiled for a standby list.

Hilary Short of the Ontario Hospital Association said the province was considering implementing an emergency-measures plan, under which elective surgery would be cancelled and patients discharged where possible to free beds and staff if victims of the attacks in New York and Washington were routed north of the border for care. "But we don't know yet how patients would be transferred here, or if they will be. Nothing on this scale has



PETER MORGAN/REUTERS

With the ghostly wreck of the World Trade Center in the background, a man passes a subway stop in Manhattan. Canadian governments, health-care workers and ordinary citizens have been swift to offer whatever medical help the United States may need in the wake of yesterday's attack.

ever happened before."

She said health care-workers had also called the association to volunteer their help. "People want to do something," Ms. Short said. "They want to feel like they're doing something and not just watching TV."

But MaryBeth McKenzie of the Toronto office of *Médecins sans*

frontières (Doctors Without Borders), a neutral medical-aid agency that operates internationally, said that it is difficult to gauge what needs the U.S. might have.

"We usually get involved when a country does not have the medical infrastructure to cope," she said. "But this is the United States; they have more doctors than anywhere

else in the world."

Jude Kelly, an information officer of the Ontario Solicitor-General's emergency-measures operation, said everything is on standby, from air ambulance crews to field workers. But so far, he said, "New York has not asked for anything."

Ms. Tessier of Canadian Blood Services said people should con-

tinue to give blood in the coming weeks, to maintain a stable supply in case demand suddenly spikes.

A sense lingered among health-care workers that demand for care might balloon as the search continues for survivors among the ruins of the World Trade Center.

With a report from Associated Press

Grieving Americans face lifestyle 'paradigm shift'

BY JENNIFER LEWINGTON

Oklahoma City resident Robert Erwin knows well how different daily life is after a devastating act of terrorism.

Six years after American Timothy McVeigh blew up the federal building in Oklahoma City in 1995, Mr. Erwin said yesterday that residents have lost certain privileges, even as they fight to return to normal.

They can no longer, for example, pull up in front of the federal Internal Revenue Service building, which now imposes tight security measures, including metal detectors, for anyone who enters the premises.

"It means an entire paradigm

shift in your thinking," said Mr. Erwin, director of university relations at Oklahoma City University.

"We were a community that believed very strongly that [terrorist attacks] happened elsewhere in the world," he said in an interview.

While life is never innocent again, Mr. Erwin said he and others learned not to succumb to feelings of vulnerability.

"You need to reconcile yourself to the fact that there is more evil in the world than you had hoped for," said Mr. Erwin, who on that fateful day in April, 1995, cancelled a meeting that would have put him in the building opposite the one that blew up.

"You view reality differently. It's

akin to the grieving process, when you have to come to grips with a whole lot of conflicting emotions and concerns."

"We are so used to seeing synthetic versions of disaster in the movies and television that you almost feel like you are caught in a movie of the week."

Mr. Erwin added that his university cancelled classes yesterday and closed its campus indefinitely.

Yesterday in Toronto, business leader Chris Ridabock was one of those trying to retain a sense of normalcy on an abnormal day.

The president of J. J. Barnicke was one of the few people still in his Bay Street office tower.

Mr. Ridabock, also chairman of

A rush to the pumps

Anxious consumers in various parts of the United States lined up for an hour or more to fuel up on gasoline costing as much as \$5 (U.S.) a gallon — three to four times the regular price — amid fears supplies would be disrupted in the wake of yesterday's terrorist attacks.

As gasoline wholesalers and retail-

ers quickly raised prices, the country's largest oil companies immediately tried to allay consumers' worries by freezing prices and pledging to keep distribution steady.

"It's supply and demand," said the owner of a Texaco station in Oklahoma City where gas sold for \$5 a gallon. "My lines were so long." AP

the Toronto Board of Trade and a frequent air traveller, said the day's events create a sense of vulnerability.

"What it means for us is unbelievable levels of heightened security that may not do any good

anyway," he said, noting that security already in place at airports had proven ineffective.

"You can't feel you are safe anywhere, and you are certainly not isolated from what is going on in the area of world affairs," he said.

Canadians anxiously await word from kin

BY WALLACE IMMEN

Hoping for the best, fearing the worst, many Canadians kept a long prayerful vigil for relatives and loved ones who may have been near one of the sites of yesterday's terrorist attacks.

Sharon Natto of Toronto was terrified after hearing no word from her sister, Angela, a flight attendant for American Airlines who lives in New York but often works on flights from Boston.

"I am obviously very worried," Ms. Natto said. Like most people with relatives south of the border, she was unable to get a phone connection to New York or to the airline yesterday.

But there was relief for many people who received reassuring phone or e-mail messages from their loved ones.

When watching the World Trade Center collapse, "at first it didn't click, but then I freaked out. I remembered my cousin works on the 83rd floor," said Elizabeth Rego, a computer technician who lives in Oakville, Ont. For two hours, she tried desperately to reach relatives for news of her cousin, Geraldine Te.

Finally, Ms. Rego heard from an aunt in Florida who had received a call from Ms. Te, who was late for work and decided not to enter the building when she came out of the subway and saw smoke.

"Knowing she is safe is wonderful," Ms. Rego said. "But she lost her friends and her job and almost lost her life. It's going to take her a long time to recover."

Bernard Fitch, a musician born in Toronto who is now with the Metropolitan Opera, was also able to call relatives. He told them that his wife, Eileen, who works in the financial district, saw the second plane slam into the Trade Center, but was not hurt. "It's terrible, there's nothing but smoke," he said in a cellphone call to nephew Solomon Chrom, who lives in Toronto.

The Foreign Affairs department in Ottawa suggested relatives concerned about people in New York or Washington should call an emergency information line: 800 387-3124.

Canadian Garnet (Ace) Bailey, the director of pro scouting for the Los Angeles Kings, was on board one of two planes that crashed into the World Trade Center, Canadian Press reported.

Mr. Bailey, a former Edmonton Oilers player and scout, was en route to the Kings' training camp in Los Angeles from his Boston-area home.



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'This is un-Islamic, by every definition, to have innocent people being killed, to have children being killed. . . . This is an evil act.'
 Sami Al-Arian, a Palestinian who is now a U.S. citizen

Cockpit stormed, flight attendant radios

BY TU THANH HA, MONTREAL

"They are storming the cockpit."
 The call to an airline operations centre was coming from a flight attendant on American Airlines Flight 11, who also managed to radio that hijackers had just stabbed two flight attendants.

Soon afterward, the Boeing 767, with 81 passengers and 11 crew on board, went off course, flew for half

an hour, then slammed into one of the World Trade Center towers in Manhattan.

That final call was reported by local media in Boston.

The two planes that destroyed the twin World Trade Center towers yesterday, Flight 11 and United Airlines Flight 175, with 56 passengers and six crew, both originated in Boston.

Somehow, among the 75,000

passengers that Logan International Airport handles each day, several men with knives managed to slip through security checkpoints and board the two flights that were diverted and suicide-crashed in New York.

"I'm very disturbed by what happened today, and we want to get to the bottom of it," Tom Kinton, the airport's director of aviation, told reporters last night.

Boston's airport may have been chosen because of its proximity to New York, he said, and because its flights included long-haul, wide-bodied jetliners with a full load of fuel that would have inflicted a maximum amount of damage on crashing.

He and other airport officials had to face pointed questions about how the terrorists turned the airport into their staging area, slipping onto the two Los-Angeles-bound flights, especially since some of the security operations were handled by private firms.

"We want to express our deepest sympathies to the families of the victims," Virginia Buckingham, the chief executive of the airport, said, her voice cracking.

"Today's events are beyond our worst imagining. Nothing would matter more to us than finding how this happened."

Among the thousands of FBI agents who U.S. Attorney-General John Ashcroft said are now investi-



DAVID LLOYD/JOHNSTOWN TRIBUNE-DEMOCRAT

FBI agents, police, firefighters and other emergency personnel probe the wreck yesterday of United Airlines flight 93, which crashed near Shanksville, Pa., enroute from Newark to San Francisco.

gating the tragedy, hundreds have converged on Boston.

Throughout the day, law-enforcement agents could be seen entering and leaving the airport buildings, young men in plain clothes who carried sidearms and talked intensely into cellphones.

Into the evening, they questioned anyone who could have dealt with the terrorists: security personnel, airline staff, check-in clerks and ticket agents, even em-

ployees of catering services.

Nearby, at the Hilton Hotel, a distress centre had been set up, with clerics and counsellors attending to about 20 relatives of passengers on the two flights.

After the attacks yesterday, Logan was closed, as were all other North American airports. Its terminals were virtually empty, the flight monitors announcing that all flights were "cancelled due to national disaster."

Defiance, patriotism mingle with grief

BY STEPHANIE NOLEN

Amid the shock that gripped the United States yesterday, there was a rallying of the defiant spirit that defines much of American pride.

Politicians invoked the language of freedom and democracy, saying those behind the attack had the country's core values as their real target.

Congress was summoned back for an unprecedented special session last night. Members of both parties gathered on the steps of the Capitol building and joined in a chorus of *God Bless America*.

American newspapers rushed out special editions, some with a defiant tone. "America has never shrunk from battle. We have never given in. We will not now," The San Diego Union-Tribune declared.

Lines were so long at some blood-donor clinics in New York that would-be donors had to be turned away. Newspapers and radio stations across the country broadcast the phone numbers of local Red Cross stations, hot lines for other offers of help, and numbers to call for people who could take in passengers stranded at airports.

So many people flooded an FBI Web site for tips that it crashed moments after it was set up.

Americans also gathered at impromptu prayer meetings and worship services, and pledged on Web sites to join prayer chains. "The very soul of our country has been severely tested," said Roger Cardinal Mahony, the Roman Catholic archbishop of Los Angeles, suggesting all Americans should place a candle in their windows so that their children "could see the hope that is in that light."

American military veterans gathered and spoke of Pearl Harbor, giving voice to a widespread desire to flex America's might against the attackers. "Make no mistake; your armed forces are ready," said General Richard Meyers, vice-chairman of the Joint Chiefs of Staff.

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'I feel I am in a dream. I never believed that one day the United States would come to pay a price for its support to Israel.'

Mustafa, a 24-year-old Palestinian gunman.

Giants of commerce hit in attacks

Some companies' headquarters destroyed, business leaders killed aboard planes

BY ERIC REGULY

The attack on the World Trade Center, one of the greatest symbols of U.S. capitalism, destroyed the offices of some of the most famous names in American and international commerce and left their out-of-city colleagues fearing a big death toll.

The twin towers, whose floors covered almost the same amount of space as all of the office buildings in downtown Toronto, contained the offices of Morgan Stanley Dean Witter Co., one of the world's largest investment firms, Switzerland's Credit Suisse Group, Germany's Commerzbank and Thomson Fi-

nancial, whose parent company, Thomson Corp., is based in Canada.

Cantor Fitzgerald International, a London-based bond broker, occupied several upper floors of the North Tower.

No figure of the number of dead in the buildings was available last night, although Roman Catholic priest Roger Fawcett, a spokesman for Saint Vincent's Medical Center, said there were "hundreds, maybe by the thousands of victims" from the collapse of the first tower. As many as 50,000 people worked in the towers. New York Mayor Rudolph Giuliani said about 10,000 were there at the time of the attack.

Morgan Stanley was by far the largest tenant, with 50 floors and about 3,500 employees. At mid-afternoon, the firm distributed a memo to employees saying that World Trade Center personnel had survived the attack and that senior management were in the company's midtown offices at the time of the assault.

Later, it put out a new statement, saying the company had yet to determine how many people it may have lost. The firm also doesn't know how many of its employees left the building before it collapsed.

Morgan Stanley employees said they expected to hear of injuries or deaths.

"It would be an absolute miracle if no one was killed because most of the Morgan people would be in their offices by 9 a.m.," said Nathaniel Foster, 25, a Morgan Stanley

trader in the company's London office. "The impact to us could be quite devastating."

About 200 Thomson Financial employees worked in the World Trade Center, although the company said it did not know how many were there at the time. One Thomson employee had a reservation on a hijacked airplane, said Dick Harrington, Thomson's chief executive officer.

Several other Canadian companies had offices in the towers, including the Toronto-Dominion Bank and the Bank of Nova Scotia. The banks said all the employees were accounted for. The Bank of Montreal's chief economist, Paul O'Neill, was due to attend a conference in the Trade Center and was either in or near the building at the time the planes hit, a bank spokesman said. He escaped injury.

There were more details about the victims of the four hijacked planes, carrying a total of 266 people. Among the more senior business people aboard was Phil Rosenzweig, a software-engineering director at Sun Microsystems, one of the world's largest makers of computer servers. He died aboard American Airlines Flight 11, one of the two Boeing aircraft that crashed into the towers.

David Angell, 54, executive producer of the NBC television show *Frasier*, was also aboard Flight 11 with his wife Lynn, according to Mr. Angell's brother. They were returning from their summer home in Chatham, Mass., where they had attended a wedding weekend.

Barbara Olson, a CNN commentator and the wife of U.S. Solicitor General Ted Olson, was one of the 64 people who died on the jetliner

that crashed into the Pentagon.

Ms. Olson made two cellphone calls to inform her husband that the airplane had been hijacked.

Sun Microsystems had 300 employees in the buildings, of whom 200 were present. All escaped because they were on the 25th and 26th floors of the 110-floor structures. A mid-sized company, an Internet content distributor called Akamai Technologies Inc., said one of its co-founders was killed when the jet he had boarded crashed into the centre. He was Daniel C. Lewin, who also served as the company's chief technology officer.

A spokeswoman for insurance-broker Marsh & McLennan said only 500 of its 1,700 workers in the World Trade Center were accounted for.

With a report from Associated Press

Thousands killed, hurt in attack, Bush says

BY PAUL TAYLOR

Not even U.S. President George W. Bush would hazard a guess at the numbers of dead that would finally be tallied as a result of the worst terrorist attack in American history.

Calling it a "mass murder," President Bush would say only that there were thousands of dead and injured. In fact, the toll could climb into the tens of thousands.

As many as 50,000 people worked in the towers of the World Trade Center, which collapsed after hijacked jets slammed into them yesterday morning. Roughly 24,000 people work at the Pentagon, where yet another plane crashed a short time later.

But no one can say how many people were actually in their offices at the time of the attacks. For example, the area destroyed at the Pentagon was under renovation, so some offices may not have been occupied.

What is known is that 266 people aboard the hijacked flights lost their lives when their planes were commandeered as weapons to demolish U.S. landmark buildings.

Among them were the two that plowed into the World Trade Center. United Airlines Flight 175, from Boston to Los Angeles, a Boeing 767 with 56 passengers, two pilots and seven attendants on board, hit the north tower shortly before 9 a.m. American Airlines Flight 11, also from Boston to Los Angeles, a Boeing 767 carrying 81 passengers, nine flight attendants and two pilots, smashed into the south tower.

American Airlines Flight 77 out of Dulles Airport in Virginia bound for Los Angeles, a Boeing 757 carrying 58 passengers, four attendants and two pilots, was reported to have hit the Pentagon.

In Pennsylvania, United Airlines Flight 93 from Newark, N.J., bound for San Francisco, crashed near Pittsburgh with 38 passengers, two pilots and five attendants on board.

To compound the tragedy, hundreds of rescue workers scrambling to the sites of the disasters are now on the casualty list.

At least 265 of the 400 firefighters dispatched to the World Trade Center yesterday morning to remove the injured were killed when the buildings collapsed.

About 85 New York police officers also sent to the site of the disaster are missing and feared dead or injured.



MARIO TAMA/GETTY IMAGES

People gaze at the carnage left by yesterday's attack.



GIULIANA SAMOILVA/ASSOCIATED PRESS

Amid the dust and debris from the devastating World Trade Center explosions, battered survivors scramble from the scene as ambulances rush to the area yesterday.

Entire U.S. military is placed on highest alert

TERROR *from page A1*

"We will respond," Democratic Senator Richard Durbin from Illinois vowed. "America's been attacked. Those who attacked us will pay a price."

U.S. officials quickly pointed to fugitive terrorist leader Osama bin Laden as the mastermind of the attacks. He is believed to be hiding in Afghanistan and has been blamed for 1998 attacks on U.S. embassies in Africa.

Utah Senator Orrin Hatch, a senior Republican, said last night that U.S. officials had intercepted communications, involving Mr. bin Laden's supporters, linked to the attacks.

But as much as Mr. Bush and other politicians vowed retaliation, his country, and much of the world, awakes today to a cold new reality, knowing that the world's sole superpower could not stop a relatively small but skilled group of suicide attackers.

The scar on the American psyche, following a decade of triumphs, may be greater still. Every office tower, every airport, every public space which Americans so cherish will now be seen as a danger zone, a place where the nation that values freedom above all else cannot tread freely.

"I have no idea how life is going to go on after this," said Nina O'Reilly, 29, a fashion designer from Montreal living in New York.

The economic impact was already being felt, as parts of Wall Street lay in tatters and economists warned that the attacks may have been enough to push the U.S., and much of the world, into an economic recession. While the world's major stock markets stayed closed,

the U.S. dollar dropped sharply yesterday, and gold and oil prices soared.

America's most vicious day — one that is already being compared to the worst carnage of the Civil War — began during a sun-splashed rush hour that quickly turned to horror as hijackers of the commercial airplanes struck at the pre-eminent symbols of American commerce and might, and at the heart of American self-confidence.

The entire U.S. military was placed on the highest alert in peacetime, as the Bush administration assessed a wave of public and political pressure to attack those nations held responsible for previous terrorist attacks. Defence Secretary Donald Rumsfeld, who was in the Pentagon when it was hit by one of the hijacked airplanes, called the attacks "well co-ordinated" but refused to label them acts of war.

Images of war, nonetheless, ripped through the arteries of Wall Street, smashing offices, boutiques, restaurants and lives that were basking in the last glow of summer when the attacks began. Although billows of smoke and dust hung over lower Manhattan through the day, it was not until night, when more rescue teams waded into the wreckage of the World Trade Center towers, that the scale of the destruction became clearer.

The city's fire department said entire companies of firefighters had been lost during earlier rescue attempts. The greater death toll may not be known for days: Up to 40,000 people could have been in the two buildings when they were hit.

At makeshift field hospitals and triage centres erected at a sports complex on Manhattan's lower west side, doctors said they feared a

horrible death toll, given the slow influx of casualties last evening. The city's major hospitals also felt an eerie quiet in the early evening as they braced for days of atrocious scenes to come.

"It's surreal inside, but there are no sick patients. I think so many people are dead. It's a bad sign that there are no mass casualties," James Dillard, a pain specialist, told the Associated Press.

The twin towers collapsed after two airplanes, hijacked from Boston, crashed into them just before and after 9 a.m. yesterday.

Barely half an hour later, as Americans, and the world, watched the calamity on TV, a third plane slammed into the Pentagon in central Washington. A fourth, allegedly headed toward Washington, crashed into a field in rural Pennsylvania, near Pittsburg.

As fires continued to burn in the Pentagon last night, the rest of the U.S., along with much of Canada and Europe, was placed under emergency restrictions not seen since the Second World War. Airspace from the North Pole to the Rio Grande has been closed to civilian traffic.

Across the United States, and in parts of Canada, schools were closed. Major office towers in downtown Toronto, Chicago and Los Angeles were also evacuated.

In Washington, D.C., where a state of emergency was declared, F-16 fighter jets patrolled the sky last night, with orders to shoot down any unknown aircraft. The U.S. had already diverted 120 airplanes to Canadian airports — mainly Toronto, Vancouver and Halifax — where thousands of travellers were left stranded last night.

In Europe, major airports were

also closed for the day, as NATO members put their own armed forces on high alert and prepared for a possible co-ordinated attack with U.S. forces. British Prime Minister Tony Blair called mass terrorism "the new evil in our world."

The first sign of trouble came just before 8 a.m. when American Airlines Flight 11, destined for Los Angeles from Boston, was hijacked, although the culprits appeared to move so swiftly the pilots were not able to press an emergency alarm.

While crossing the Hudson River, the plane, with 81 passengers and 11 crew aboard, veered off its course and headed straight for lower Manhattan, where it smashed into the upper levels of the World Trade Center's south tower. Then, just after 9 a.m., as the world's television cameras focused on the horrifying sight, a second plane, United Airlines Flight 175, with 65 people aboard and also bound for Los Angeles, flew directly into the north tower.

As parts of the world's most famous skyscrapers went up in flames, men in business suits were seen leaping or falling to their deaths. Then, with lower Manhattan under siege, the south tower collapsed to the ground, taking with it hundreds, possibly thousands, of people. Within an hour, the other twin tower was gone, the very emblem of a city and a commercial age reduced to rubble. A third tower of 47 floors in the complex, which had caught fire and been evacuated, crumbled in the late afternoon.

Less than an hour after the first strike, a third plane, an American Airlines flight, struck the Pentagon after it was hijacked from Washington's Dulles Airport. The fourth hi-

jacked plane, a United Airlines flight departing from Newark, N.J., jerked into an erratic flight pattern over Pennsylvania and then crashed.

Public officials across the political spectrum compared the attacks to Dec. 7, 1941, when kamikaze Japanese pilots attacked the U.S. naval base at Pearl Harbor, Hawaii. Nearly 3,000 Americans were killed on that day, which dragged a reluctant U.S. into the Second World War.

Mr. Bush, who made national security an early theme of his administration, seemed to have been caught off guard. He was hurried from a Florida tour to a military base in Louisiana and then on a strategic command centre in Nebraska, not returning to the White House until early evening.

Security experts said the hijackers demonstrated a skill not seen before, as they must have penetrated the security systems at several airports and then placed trained pilots aboard at least four separate flights. Early reports suggested they had used knives to gain control of the planes.

For Americans, who are increasingly turning inward and looking to military technology to shield them from faraway threats, the sophisticated attacks may have dealt a blow hard to measure.

"There seems to be so much political hatred against the U.S., especially in the Middle East, but I didn't think it could happen on this scale," said Randy Hansen, 49, a sound-system designer who was working at a fashion show in downtown Manhattan during the attack.

With reports from Brian Laghi, John Ibbitson and Deirdre Kelly

'For starters, tall buildings are out. . . . These terrorists just slapped a security tax on the United States, and we don't have a clue about the price tag.' *Robert Litan, head of economic studies, Brookings Institution*

All flights from Canada halted

Air travel suspended; planes already on way to U.S. diverted to Canadian airports

BY ANDREW GORHAM
AND DOUGLAS McARTHUR

Travellers around the world were stranded yesterday after the United States and Canada suspended air travel in and out of both countries in response to terrorist attacks in Washington and New York.

At Heathrow Airport in London, passengers waiting to fly to the United States and Canada were placed in hotels by the airlines.

"We've drafted more staff to deal with the situation in an effort to make this as pleasant as possible for them," said Anthony Jones, a public-relations official at the airport. Mr. Jones said the mood of the stranded passengers was sombre.

"People are being quite philosophical. It is a shock to them, more than anything else."

In Canada, only those planes being deployed for humanitarian reasons as well as search-and-rescue, police, military and Transport Canada purposes were allowed to leave the country.

"We're responding to a Transport Canada order to prohibit all departures from Canada until further notice," said Louis Garneau, spokesman for NavCanada, a private company operating air naviga-

tion systems in Canada.

All transatlantic and transpacific flights that were at least halfway to their U.S. destinations were being diverted to the nearest Canadian airport, Mr. Garneau said.

Japan Airlines said flights outside of North America operated normally yesterday, but services could be affected tomorrow if planes are not allowed out of North American airports.

A number of cruise ships were also affected by the attack. Royal Caribbean Lines cancelled ports-of-call dockings for two of its ships, one bound for Kusadasi, Turkey, and the other for Morocco.

"We think the terrorist attacks were most likely from Iraq and our ships were going by these places so we cancelled those ports of call," said Alexia Arnes, a reservation agent with Royal Caribbean. Passengers will spend an extra night at sea and continue to their next destination.

The travel industry in Canada is reeling from the cancellations and most airlines are still unsure about details for reimbursements.

Air Canada has waived cancellation and change fees so travellers may book a flight at a later date. But Laura Cooke, a spokeswoman for Air Canada, said she did not

know if travellers would have to pay any difference in ticket prices.

Terrorism experts said similar attacks can happen again unless airports and governments step up their spending on security.

"One of the side benefits that arises from these incidents is that over the next several months aviation travel will never be safer because of the heightened awareness that is going to occur at airports around the world," said Norman Inkster, president of KPMG Investigation and Security Inc. in Toronto.

But Derek Baldwin, director of world operations with Ibis Corp., another Toronto-based corporate security agency, predicted attention to security will soon fade.

"We've been warning about this for a long time, saying security is bad and it's lax and [security] people are not paying attention," said Peter St. John, a University of Manitoba professor and author of *Air Piracy, Airport Security and International Terrorism*.

He pointed to the hiring of poorly paid "rent-a-cops" by airports and airlines, which now receive little or no government funding for security. Toronto, he said, is "the worst of the lot."

"There is no money for security. It's not a priority. People don't think something like this is going to happen. I thought it would happen a long time sooner than this."

With files from Canadian Press



PAT VASQUEZ-CUNNINGHAM/ASSOCIATED PRESS

At the Albuquerque Sunport in New Mexico yesterday, an unidentified flight attendant cries during the chaos. All commercial flights in the United States were grounded after the terrorist attacks

Speedy NYSE reopening urged

MARKETS *from page A1*

Investors in Europe and North America have been jittery for months because of the crash in technology stocks and mounting statistical evidence of a sharp economic slowdown. In such anxious times, business players pay close attention to stock, bond and currency trades as leading indicators of the economic future. With trading in everything from pork bellies to U.S. Treasury bills suspended, investors will be enormously confused about market direction.

"It will be awful" today, said Stanley Nabi, managing director of Credit Suisse First Boston in New York.

The first evidence of panic appeared with the opening of markets in Japan this morning. The benchmark Nikkei average plummeted 6 per cent at one point to below 9,700 — its lowest level since 1984.

Financial rescue workers will have their work cut out for them because many of Wall Street's key players have been devastated.

This wasn't supposed to happen.

Ever since the 1993 bomb attack on the World Trade Center sent chills through the financial system, Wall Street firms have been ordered by regulators to have contingency plans in place to relocate their operations in the event of a possible terrorist attack. With so many thousands of workers and hundreds of businesses affected by the disaster, securities executives are estimating it could take days, possibly weeks, to restore trading to normal levels.

'We have to show the world that it is business as usual on Wall Street.'

"Nobody can cover ... all the contingencies," said Sadakichi Robbins, a New York-based fixed-income strategist with Bank Julius Baer. Like many Wall Street firms, Julius Baer will move its operations to a backup site in New Jersey this morning. What few of the brokerage firms will know until today, however, is how many of their employees have survived or will be able and willing to work.

To avert a possible market panic, Wall Street officials said yesterday that brokerages are urging the New York Stock Exchange to open as soon as possible. These sources said although the NYSE building was relatively unscathed by yesterday's disaster, the exchange is reluctant to resume trading until there's certainty that it is safe for traders to return to the floor.

"We have to show the world that it is business as usual on Wall Street," said a New York brokerage official who did not want to be identified. "If we don't, there will be a panic."

The Toronto Stock Exchange said it won't decide until this morning whether to resume trading.

Late last night, it remained unclear whether other major corporations would be open for business. Many major companies in North America were moved away from office towers yesterday. Ford Motor Co. of Canada Ltd. cancelled shifts at several of its plants because of snarled border traffic, while DaimlerChrysler Corp. halted production at its U.S. plants.

In a sign that captured the sentiments of most businesses, Fidelity Investments, the largest U.S. mutual fund, taped a message to the door of a Boston office stating it would reopen today, if possible.

Until North American markets reopen, the financial spotlight will move to Europe and Asia, where most exchanges are continuing to operate. In Europe last night, traders reported that investors were flooding to such safe havens as gold and oil and gas investments.

"There is panic buying of metals, gold and oil — it is complete pandemonium," said Robin Bhar, metals analyst at Standard Bank London.

Latest news Full background

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The Globe and Mail is a division of Bell Globemedia Publishing Inc., 444 Front St. W., Toronto, Canada M5V 2S9
Tel: 416-585-5000 • Fax: 416-585-5085 • The Globe was founded in 1844 • The Mail was founded in 1872

Let loose the war on global terrorism

When a friend suffers a terrible tragedy, we search for words of sympathy, and usually accept there is no way to convey all our horror and outrage and sorrow. So it is with the terrorist attacks in the United States yesterday. At The Globe and Mail, as in many homes and offices around the world, we stood silently yesterday morning, hearts pounding, all of us realizing there is no appropriate comment at a moment of unfolding catastrophe.

This much we can say, as inadequate as it is. Our hearts and thoughts and prayers are with the victims, for their families, and for the United States. We mourn also for a world profoundly changed.

Because changed we surely are, in ways that will be seen both immediately and gradually. Such an unpredictable attack alters all understanding of safety and national security. It will shake the confidence of many Americans who believed they lived in the greatest, strongest and most powerful nation on Earth. Power, as it turns out, can never be absolute.

Even the best military weapons are useless against a determined act of terrorism, because no sort of missile defence shield or nuclear arsenal can be employed against the simple, suicidal, act of flying an airplane into a crowded building. No early warning systems, radar networks or satellite monitoring can alert authorities to attacks that come out of the blue from otherwise innocuous targets. America's vulnerability is the world's vulnerability. Nothing will feel as safe again.

These attacks build their particular terror from the fact that they come when least expected, as ordinary people do ordinary tasks on the most ordinary of days. As such, terrorism of this sort is difficult to prevent at the moment of action, which could be any moment, any place. It is not even easily fought as it is being planned and conceived by some unknown group of conspirators gathered in a quiet home or rented office.

Terrorism, we realize with particular clarity, must be fought as never before on a global basis, most especially at its home base and against its most senior leaders. This requires commitment and financing for international anti-terrorism operations, a force with authority and with the assured co-operation of national governments. Moreover, the battle cannot be fought only by the usual Western countries who take up these sorts of causes. It must be joined by all nations, especially those in regions where terrorism has many roots and supporters.

Fighting terrorism at this scale requires something equally important: punishment for all those states known to shelter or provide financing for terrorists. As nations such as Afghanistan (assumed home of Osama bin Laden, one of the world's most wanted terrorists) rushed to condemn yesterday's attacks, a wave of nausea and rage rose from the rest of the world at the sheer hypocrisy. If the source of these attacks is a foreign terrorist organization, its leaders have a base somewhere, usually with the approval of that nation's government. Those host governments carry a responsibility for the crimes of terrorists they harbour, a moral stain that is not erased with a simple statement of condemnation after the fact.

Thus, the world community must unite as never before to make any support for terrorism an act that ensures complete international isolation. No longer can nations carry on normal relationships with other nations while harbouring terrorists. Isolation should extend through every political, diplomatic, cultural, sporting or economic field. Nations must know they will pay the cost for backing murderers.

This said, we accept the many cautions issued yesterday to jump to no conclusions about who is responsible for this unprecedented crime. The world learned its lesson after the 1995 Oklahoma City bombing, when the media and authorities were so quick to speculate, even state with apparent assurance, that this was surely an act by some sort of Arab terrorist organization. Americans with Arab or other Middle Eastern backgrounds suddenly faced the wrath of a nation seeking revenge for 168 deaths.

As we now know, it turns out that Oklahoma City was an act of domestic, anti-government terrorism for which Timothy McVeigh and his co-conspirators were arrested. No similar domestic groups can be ruled out in this case, even as experts say they are unlikely culprits. And if we learn that this was an international terrorist attack, it should not need to be said that it would compound crime upon crime for any group of people to face retribution simply because they share the ethnic origin of the perpetrators. Such reaction is the worst manifestation of prejudice.

George W. Bush is tested today as no

president has been before, confronted with a situation where it is far from obvious what to do next. He has called yesterday's attacks an act of war, yet there has been no declaration of war by an identifiable group, certainly by no nation or government. The well-known procedures for launching a war are less useful when the enemy is unknown.

While strong action is required to track down and punish these terrorists, we offer no support for a holy war of blind retribution. The first instinct of a new and inexperienced president may be to strike back hard against nations suspected of involvement, and such instinct may well be supported by the nation's military leaders. It will also undoubtedly be supported by the public at large. Most Americans are calling for retaliation, and the tradition has been to launch attacks on nations believed to harbour terrorists. In 1998, for example, the United States launched missiles against Afghanistan and Sudan in retaliation for U.S. embassy bombings in Africa.

But despite the pressure, we believe it would be overly hasty and even risky to drop random bombs on suspect nations. The United States should not be drawn into a cycle of attack that will either target civilians or imperil them by proximity. This would be as indefensible as the original act. Certainly, there is no assurance that random bombs will hit or harm any of the terrorist organizations supposedly responsible for the U.S. attacks.

As well, by moving too quickly, the United States would risk acting before collecting the best possible information about the perpetrators of the attacks on the World Trade Center and the Pentagon. Moving too quickly and choosing the wrong target would be an irreversible error.

Mr. Bush and many other Americans will also have to make tough decisions about security in the days and months to come. Naturally, security will be tightened everywhere, at airports, government buildings, prominent tourist sites and border crossings. What we don't know yet is whether this will be temporary, or whether the world will see a permanent change in approach to security.

So much of the social system we operate within is built on a premise of trust. Security checks are designed to catch some abuse, but most security in most locations is not built to be foolproof against determined terrorism. Perfect safety, after all, requires invasive and expensive actions that are considered disproportionate to risk, or have been until now.

Now we face the possibility that we are living in a world where armed guards and soldiers will be a permanent presence at public sites. In Israel, commercial airplanes fly with armed security personnel on board to guard against hijacking.

We have to regret the loss of a more innocent world, and hope that yesterday's horrible events will prove an aberration. No one is eager to abandon the basic level of trust that allows us to live without constant reminders to be fearful.

Undoubtedly, the terrorists responsible for yesterday's carnage believe they have succeeded in making the world tremble before their might. That they may feel such satisfaction is enraging. For where is the might in hijacking a plane full of innocent civilians and crashing it into a building filled with more innocent civilians? This is not a show of power and strength. It is a show of cold-hearted brutality perpetrated by fanatics who have discarded all pretense of humanity or morality.

Moreover, whatever cause they thought they were advancing or defending has been destroyed by these actions. If, for example, these terrorists were promoters of a foreign political cause, their campaign has now lost all international support and legitimacy. This may be unfortunate if many innocent people are also involved, but it is a fact. Their terrorist actions will never succeed in securing whatever change they seek.

Yesterday was the United Nation's International Day of Peace, and UN Secretary-General Kofi Annan issued a statement that it should be "a day on which we try to imagine a world quite different from the one we know." Sadly, this was not what Mr. Annan intended. Yesterday, we learned the world is different — scarier and more evil.

The world's response must be to grow adamant that terrorism cannot triumph. It is every nation's duty to strike back by joining an anti-terrorism campaign beyond anything previously mounted. All countries must join, and all must condemn those who do not. With yesterday's act of horror, terrorists have cemented their demise.



LETTERS TO THE EDITOR

The end of innocence

After watching six hours of television coverage of Bloody Tuesday, I made a trip to the line-up at the local blood-donor clinic. I couldn't believe what I saw on the way. Cars were not parked haphazardly, people were not sitting dazed on curbs or tearfully hugging strangers. Sweet Jesus, why not? What are we getting used to?

JAMES MALLOY, *Barrie, Ont.*

A watershed event has occurred. If planes can crash into office towers, who is safe? The images on the screen, the plane colliding with the tower, the collapse later, were surreal. The unimaginable has happened. What cause will be given to justify this?

ROSS N. PILA, *Toronto*

Unfortunately, we have witnessed another "day that will live in infamy." Last time, the attack on Pearl Harbor unleashed the sleeping giant. It heralded the American entry into the Second World War, and ended with the atomic bombing of the country that attacked Pearl Harbor. Today, once again, these attacks on America will unite nations around the globe — the Third World War has begun.

CLYDE MacGREGOR, *Toronto*

Fighting terrorism

The successful attack on the World Trade Center was achieved using commercial aircraft flying through domestic airspace. If ever there was an argument against the missile-defence shield, this is it. U.S. enemies will not fight the United States on American terms — i.e., building and launching missiles, conventional warfare. Clearly, in the minds of those behind the attack, there are more cost-effective ways to make an impact without needing to invest in state-of-the-art weapons technology.

BERNIE SCHMIDT, *Toronto*

This obscene attack on thousands of innocent civilians must finally force our federal government to tighten up our borders, and to make preparations in the event that the unthinkable happens here. I realize that these tragic events might force our defence department to actually do something concrete, but so be it. Let's hear a statement of intent from the government, followed quickly by some actual actions.

JOHN BOON, *Etobicoke, Ont.*

Terrorism has crossed the ocean in full force. It is time we realized that North Americans are no longer in a safe haven. Yes, there has been terrorism before — Oklahoma City and the 1993 bombing at the World Trade Center — but we are always slow to react.

It is time to start to strike back. Forget the bleeding hearts who feel these terrorists deserve a fair hearing. What fair hearing did they give the innocent people they killed? It is time to take action. Strike back hard and strike back fast. If it is found out where the offending terrorists are from or what

country has harboured and financed their mission, a full-scale bombing raid should be put in effect. It is time to fight back, not cower in the corner.

BRUCE MAY, *Moncton*

The will to kill

The two essential elements for a terrorist attack are resources and desire. What yesterday's attacks on American targets have proved is that the required resources are minimal. A devastating attack doesn't require a nuclear, chemical or biological weapon. The means necessary to cause destruction are part of our everyday lives. In all likelihood, three or four well-trained men are all that were required to seize and divert each of the airplanes that caused so much destruction and death. The only comforting thought I have is that because it is so easy to do, yet happens so rarely, the desire to destroy must truly be rare.

ADAM SCOTT, *Ottawa*

You reap what you sow

The massive attack on innocent working people, secretaries, janitors, clerks and travellers is unspeakable. I still cannot bring myself to fully believe what has occurred. I worked in New York every other week until a year ago when I quit my job, and I had friends and colleagues who worked in the World Trade Center. They are almost certainly dead. It still seems to me like a terrible waking dream.

That this catastrophe has occurred at all should be an occasion for a profound reassessment of the way the world is run, and for whose benefit. Why are the United States and its people a constant target for desperate acts of terrorism? Because the United States is an imperialist power, one that dominates the world economy and world politics. The policies pursued by America, through the International Monetary Fund, the World Bank, the World Trade Organization and the U.S. military, have caused mass poverty and, therefore, mass anger against America. That this anger has been turned against thousands



PATRICK SISON/ASSOCIATED PRESS

Another icon of the New York skyline, the Empire State Building, appears to rise above the plumes of smoke from the World Trade Center towers before they collapsed.

of innocent people is yet another global catastrophe. But the constant global catastrophe of poverty and mass inequality continues, and largely without comment.

Is it not terrorism to keep the Third World in the chains of debt while North Americans live lives of comfort? Is it not terrorism for the United States to unilaterally abrogate global agreements, walk out of global conferences and then impose its political will by the threat of military force and economic embargo?

Today's horrifying act of revenge against the U.S. must bring millions of ordinary people into the streets of Canada and America to demand global justice for the world's people from our leaders. Acts of terror must not intimidate us. Our government must not intimidate us. Only Americans and Canadians can stop this violence. For only we can change the violent global policies pursued by our governments.

STEPHEN JAMES KERR, *Toronto*

Ironically, it is the citizens of Belgrade, Yugoslavia, who can best empathize with New Yorkers and other Americans horrified by terrorist attacks on their city. During the 72 days of terrorist bombing by NATO to force the Yugoslav government to sign the hated Rambouillet Accords, an American plane sent a rocket into the top of the tall office building housing the offices of the governing socialist party. Shortly afterward, a second plane sent a rocket into the base of the building, where firefighters and rescue workers were gathered.

What goes around comes around.

WILLIAM J. HUTTON, *Winnipeg*

Small mercies

Yesterday, my son looked up into a clear blue sky and exclaimed, in an excited four-year-old's voice, "A jet, a jet over there," pointing upward at four white contrails lengthening in the light of a setting sun. Will we ever be able to look up into the skies and see a passenger jet in the same way? For one small mercy we can perhaps be thankful. Those behind the almost incomprehensible levels of carnage and horror did not, for whatever reason, target a nuclear power plant. Amen.

STEPHEN WORKMAN, *Halifax*

A policy change

The abhorrent attacks on New York and Washington yesterday killing perhaps upward of 50,000 people demonstrate the critical inadequacy of the world's political system. These revenge suicide attacks appear most likely related to the policy of the one country supported massively politically and economically by the U.S. superpower, the country that also considers revenge attacks to be a legitimate part of its policy. It is about time revenge became unacceptable as government policy. No amount of extra defence and "Star Wars" type security will stop such attacks.

The only means that could stop such unacceptable horror is political. The requirements of

such a policy must be the full implementation of our ostensible conviction that all people are equal, and of the need to satisfy the perceived rights of subgroups, such as those of French Canadians, Jews, Palestinians, Kurds, Armenians, Basques, Albanians, Tamils and many others. Their rights must be universally recognized after satisfactory negotiation of their extent and limits.

I hope these attacks will change the political will of the United States and others to deal with these problems from other than local patriotic points of view.

JOHN FREL, *Toronto*

Testing the President

Since the Second World War, the United States has had a policy of a proportional response to acts of war against its sovereignty. If the U.S. government ascertains that the attack on the World Trade Center was the act sponsored by a foreign government, it would be the best time to reverse that policy and adopt a disproportionate response.

This course of action would have one downside: It would put the President in a difficult position. Prior to his election, he was perceived as someone who would be quick to use the strong arm of the U.S. military. This will be the first true test of his presidency. How does he lead his country in a time of crisis, and how does he react to this unprovoked attack? A strong reaction will likely curb future hostilities, and insufficient action will not deter them, but an overreaction will no doubt spark doubts among his public.

W. SCOTT THURLOW, *Ottawa*

Payback

Let us suppose someone could provide The Globe and Mail editorial board with evidence about who was responsible for using innocent airline passengers as a bomb to bring down the World Trade towers. In that situation, would your paper support a surgical strike to blow the perpetrator up, perhaps via a tiny bomb in his cellphone, triggered only after it was confirmed he was the one answering?

Or would you condemn such an act from the security of your armchairs as irresponsible and counterproductive?

DAVID YUDELMAN, *Toronto*

Resisting the doubt

The heroism of firemen and other emergency workers in entering the World Trade Center towers as they were being evacuated makes Nathaniel Hawthorne's comment on heroism, quoted as your Thought du Jour on Sept. 10, particularly apt: The greatest obstacle to being heroic is the doubt whether one may not be going to prove one's self a fool. The truest heroism is to resist the doubt.

RICHARD HOLLAND, *Cobourg, Ont.*

To submit a letter: (1) Include full name, address and daytime phone number. (2) Be brief — keep letters under 200 words. (3) Do not send email attachments. The Globe reserves the right to edit for length and clarity. Send letters by fax (416-585-5085), mail (address above) or: letters@globeandmail.ca

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REPORT ON BUSINESS

CANADA'S BUSINESS NEWSPAPER ■ FOUNDED 1962 ■ GLOBEANDMAIL.COM ■ WEDNESDAY, SEPTEMBER 12, 2001

FINANCIAL TURMOIL

Terrorist attacks paralyze markets

Central banks quickly move into action

BY JOHN PARTRIDGE AND CAROLINE ALPHONSO

Central banks moved swiftly yesterday to try to avert the danger of financial gridlock as the biggest financial intersection in the world seized up following the destruction of New York's World Trade Center by hijacked aircraft.

The Bank of Canada, the U.S. Federal Reserve Bank, the European Central Bank, the Bank of Japan and other monetary authorities all pledged to provide sufficient funds to keep payments systems flowing and markets operating.

In a statement issued more than seven hours after the cataclysmic events in the United States, the Bank of Canada said it "will provide the liquidity necessary to support the stability of the Canadian financial system and the continued functioning of financial markets."

Canada's bank regulator, the Office of the Superintendent of Financial Institutions, said it is closely watching developments. "We are in contact with federally regulated financial institutions and are generally monitoring the situation," an official said.

Stock markets abroad reeled after terrorist attacks in which planes crashed into both towers of the WTC, as well as into the Pentagon in Washington.

Neither the New York Stock Exchange nor the Nasdaq Stock Market opened yesterday, and the

NYSE said U.S. financial markets would remain closed today. Closer to home, the Toronto Stock Exchange shut down at 10:40 a.m., 10 minutes after the CDNX. TSE officials said they would meet today at 6:30 a.m. to decide whether to reopen the market.

Wire service reports out of London predicted that the Dow Jones industrial average could be set for a drop of 400 points — 4.2 per cent — after trading in U.S. equities reopens, citing prices quoted late yesterday on the Web site of British spread-betting firm IG Index PLC.

Japanese financial regulators were reported to be setting up crisis management headquarters to cope with potential disruptions, while Reuters, quoting an unnamed U.S. government official, reported that key U.S. regulators were talking with each other in an effort to assess the damage done by the attack on the WTC. "The interagency working group, consisting of the Treasury, the [Federal Reserve Board], the [Securities and Exchange Commission] and the [Commodity Futures Trading Commission], has been in constant communication today to assess the situation," the official said.

The Swiss-based Bank for International Settlements, the umbrella regulator for the world's banks, declined to comment on the effect to money flow around the world.

See MONEY on page B2



People run from the collapse of the World Trade Center in New York's financial district yesterday. The towers were struck by passenger planes as part of a terrorist attack.

NYSE:
Closed

TSE 300:
7,048.80, down
295.90

FTSE 100:
4,746.00, down
287.70

DAX, Frankfurt:
4,273.53, down
396.60

CAC-40, Paris:
4,059.75, down
323.99

Bolsa, Mexico:
5,531.02, down
325.17

Bovespa, Brazil:
10,827.96, down
1,094.43

Euro:
\$1.0960, down 0.167¢
(U.S.)

Yen: ¥
119.2¥, down 1.77¥

U.S. 30 yr
treasury:
5.39, down 0.05
(yield)

Cdn dollar:
63.82¢, down 0.19¢
(U.S.)

Gold:
\$286, up \$14.40 in
London

Brent oil:
\$29, up \$1.37 in
London

U.S. dollar:
91.46¢, up 0.0166¢
(U.S.)

CANADA

Business halts as eerie quiet reigns

BY GORDON PITTS AND SHOWWEI CHU, TORONTO

A wide spectrum of Canadian business ground to a halt yesterday, as people turned their minds to the fate of their counterparts — and in some cases, friends — who worked in Manhattan offices.

With flights cancelled, stock markets suspended and communications difficult, many employers in downtown areas sent their people home early, and some landlords closed access to buildings as a precautionary measure.

Investment conferences and an-

nual meetings were cancelled and quarterly earnings releases deferred, both out of respect and a sense that such activities seemed absurdly trivial at the moment.

"I'm sure I will have lost some friends as maybe all of us in the room will be touched, because it's going to be bad," Bank of Nova Scotia chairman Peter Godsoe told a Toronto conference before he abruptly left to monitor the status of the bank's 300 staff in Manhattan.

"There will be just massive disruption to everything business and financial," said Brent Holliday, a

partner with Vancouver-based venture capital firm Greenstone Venture Partners.

Mr. Holliday had what was a typical day for many business people. He had planned to drive to Seattle from Vancouver yesterday for a board meeting, but it was cancelled. So was another meeting scheduled later in the week.

Airport closures scuttled a partner's plans to catch an afternoon flight to San Diego for a conference. Instead, the partner spent yesterday morning trying desperately to reach friends who live in New York.

By noon yesterday, as offices

were closing en masse, a sea of grim-faced pedestrians was moving along Toronto's Bay Street away from the financial district, and cars were choking the intersections.

At every available television screen, crowds gathered to watch the unfolding devastation.

See HALT on page B14

• **Note to readers: Our financial listings are incomplete because North American exchanges did not open yesterday or closed early. Reporting from other foreign markets was also disrupted.**

TENANTS

Thomson scours city for staff in twin towers

BY KEITH DAMSELL, MEDIA REPORTER

Thomson Corp. was searching late yesterday for about 200 employees who work at company offices in New York's World Trade Center.

"We are doing everything possible at the moment to find out what happened, to whom and how we can help," said Dick Harrington, president and chief executive officer of the Toronto-based information services company, in a statement to employees.

"Amid the confusion, it is unclear how many were actually in the

buildings at the time of the attack. At this time, I ask that you keep your colleagues and their families in your thoughts and prayers."

Three Thomson Financial businesses have office space in the twin towers: I/B/E/S, Baseline and Vestek. They each offer financial information services to professionals and were part of Primark Corp., which was acquired by Thomson for \$842-million (U.S.) last year.

See THOMSON on page B2

• **Morgan Stanley offices vapourized. B3**

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'It will be awful tomorrow. There are two reasons. The first is psychological. Obviously, this is a blow. The second is fundamental. This will mean the slowdown will accelerate into a recession of some substance.'

Stanley Nabi, managing director, Credit Suisse First Boston, New York

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Canada mum on actions it's taking

MONEY from page B1

Neither the Bank of Canada nor OSFI would provide any further details of the actions they are taking to prevent damage from the events in the United States flowing back along the financial pipelines that connect Canada and the United States.

Harry Ort, who heads the banking and financing practice at KPMG LLP in Toronto, said the issue for central banks is to make sure that delays in payments between financial institutions caused by the catastrophe do not lead to any lender going into default.

All major financial institutions are meant to have back-up systems and contingency plans for such crises, and at least in theory, should be able to divert payment flows that normally would go through New York to other routes, Mr. Ort said. Yesterday's events, he added, will provide "a real good test of all that."

Former Bank of Canada governor John Crow compared the situation with the 1987 stock market crash. At that point, he recalled in an interview yesterday, "We called all the banks and said that we were putting a lot of liquidity into the sys-

tem, and that if there wasn't enough, we'll put in more," he said.

The key, he said, is to avoid financial gridlock, "where people can't receive payments and therefore are not prepared to make payments."

"The whole thing can pile up and everybody gets frozen."

At that point, he said, central banks must step in "blow the whistle and stop people from piling on."

One observer said the massive amount of time and expense financial institutions and regulators in Canada, the United States and elsewhere put into preparing for the Y2K crisis that never materialized have left them in good shape to meet any problems that arise this time around.

Regulators, he said by way of example, looked closely to make sure banks and other financial companies have off-site locations for data processing and records back-up.

"The major institutions certainly do, so my first instinct is that they would be well-equipped to survive the turbulence [and] mitigate a lot of the potential damage."

However, he added that it will take a few days before this is known for sure.

Canadian Bankers Association president Raymond Protti said he anticipates no problems for the payments system as a result of the events in New York. "New York is obviously a critical centre for the financial services industry, but you have to remember that it's only one of a great number of them," he said. As well, the U.S. Federal Reserve system has systems and contingency plans to "handle issues of this sort."

Mr. Protti also said that with the exception of the shutdown yesterday of about half a dozen branches in the bank towers in the downtown core of Toronto's financial district, the Canadian banking system remains "totally and completely operational."

Bernard Wolf, professor of economics and international business at York University's Schulich school of business, said that although financial institutions in New York have been "crippled," this is only temporary.

They will be able to function again because of back-up systems, Mr. Wolf said. "However, it's not going to be the same by any means."

If liquidity problems arise, he

said, the U.S. Fed may pump more money into the system. "It's kind of like the human body that tries to find different ways to move the blood."

Mr. Wolf said centres such as London will see more activity as investors move into less risky markets.

"You want to get into major liquid currencies rather than into relatively minor illiquid ones," he said.

Law Johnson, professor of finance at Queen's University, said the companies that were tenants in the WTC started toughening up their back-up facilities after it was bombed by terrorists in 1993.

Yesterday's catastrophe, he said, should not damage the flow of money, although the directions in which it flows "should be very interesting."

Susan Christoffersen, assistant finance professor at Montreal's McGill University, concurred saying the events will likely "have more of an impact, I think, for Americans than on a global level."

"There's obviously going to be some breaks, and there's going to be some problems," she said, but she does not think it will become a full-blown "financial crisis."

DILBERT



The Ottawa Hospital Foundation



Susan M. Doyle

Mr. Steve Kaminski, Chair, The Ottawa Hospital Foundation, is pleased to announce the appointment of Susan M. Doyle as the first President and CEO of The Ottawa Hospital Foundation.

The Ottawa Hospital Foundation was established on April 1, 2000 as a result of the merger of the foundations of the Civic and General Hospital. The Foundation is dedicated to enhancing patient care at The Ottawa Hospital's three campuses - Civic, General and Riverside - and to supporting the outstanding research programs of The Ottawa Health Research Institute.

Ms. Doyle has had an extensive career in sales management, communications and development. Most recently, she was Assistant Vice-President, Development and Alumni Services, Carleton University, where she was responsible for a capital campaign that more than doubled its original goal. Ms. Doyle holds a B.A. and B.Ed. from St. Mary's University and an M.A. from Carleton University.

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'Appalling as the event is, the macro impact will be limited, as the U.K. knows from the extremely sad series of IRA bombs in London.'

Andrew Milligan, head of global strategy, Standard Life, Edinburgh



GEOFF GEORGE/THE GLOBE AND MAIL

Chaos and confusion

Hundreds of commuters attempt to board GO Transit buses in front of Toronto's Union Station yesterday afternoon after apparent terrorist attacks in New York and Washington led to the early closing of many businesses in Toronto's financial district.

Aecon Group Inc.

John M. Beck, Chairman and Chief Executive Officer of Aecon Group Inc., is pleased to announce the following appointments to the Company's Senior Management Team: Bill Pearson as Executive Vice President, Aecon Group Inc. and Chairman & CEO, Aecon Infrastructure; Jon Taylor as President and CEO, Aecon Buildings; David Pirie as President, Aecon Infrastructure; and Bob Dautovich as President of Innovative Steam Technologies, an Aecon subsidiary.

Aecon is Canada's largest publicly traded construction and infrastructure development company. Aecon and its subsidiaries provide services to private and public sector clients throughout Canada and internationally.



H. William (Bill) Pearson
Exec. VP, Aecon Group Inc.
and Chairman & CEO
Aecon Infrastructure

Mr. Pearson's career in the construction, engineering and development industry spans over thirty years. Mr. Pearson joined Aecon after spending ten years at AGRA Inc. where as President of the AGRA Development Group, he spearheaded many of the company's most successful development projects. Prior to his time at AGRA, Mr. Pearson was President of SNC International. He has a B.Sc., Civil Engineering from the University of Detroit.



Jonathan J. Taylor
President and CEO
Aecon Buildings

Mr. Taylor has extensive experience in infrastructure management services. Prior to joining Aecon, he spent 15 years with Bracknell Corporation in Canada and in the United States, most recently as Executive Vice President. Among his accomplishments was the founding of both ProFac Facilities Management Services and Clientech Support Services. Mr. Taylor has a Bachelor of Applied Science in Engineering from Queen's University and an MBA from Concordia University.



J. David Pirie
President
Aecon Infrastructure

Mr. Pirie's career in the construction and infrastructure development industry spans over twenty years. He was formerly with the SCI Engineers/W.A. Stephenson group of companies, general contractors specializing in design-build and civil engineering projects. Mr. Pirie led the negotiating team for the Consortium that was awarded the contract to design, build, finance and operate the Confederation Bridge. Mr. Pirie is a graduate of the University of Western Ontario (Honours Economics) and of the University of Toronto (Law).



R.D. (Bob) Dautovich
President
Innovative Steam Technologies

Mr. Dautovich most recently held the position of Vice President, Sales and Marketing at Innovative Steam Technologies. This Aecon subsidiary designs and manufactures once through heat recovery steam generators for the industrial and power generation sectors. Previously, Mr. Dautovich held positions in engineering and management at boiler manufacturer, Gotaverken Energy Systems Ltd. He holds a Bachelor of Science in Mechanical Engineering from the University of Waterloo.

Aecon

Attacks will shake fragile consumer confidence



STEPHEN NORTHFIELD

The terrorists who launched the waves of attacks on the United States yesterday got exactly what they so desperately craved — a record body count and the undivided attention of the entire planet.

And you can be sure that if one of the longer-term impacts of their heinous acts is a wrenching global recession, well, it's pretty safe to assume they'll simply see that as icing on the cake.

Terrorists are big on symbolism. It's not simply what they do, it's who they do it to, when they do it and how they go about it. The rationale for hitting Manhattan, and more specifically the World Trade Center, was obvious — strike a hammer blow to the Money Machine, the heart of the American economy.

From that perspective, action in global markets must have been wonderfully affirming for the terrorists. Investors piled into the traditional safe havens of bonds and gold; stocks cratered; and oil soared over fears the attacks could further destabilize the political landscape in the oil-rich Middle East.

After a year of relentless declines in the markets and deepening economic malaise, the attacks yesterday seemed to confirm the growing sense of anxiety that has gripped much of the planet this summer. It felt as if what little hope there was left for a speedy recovery from the downturn seemed to disappear in the smoke and ash and gloom that hung over Manhattan yesterday.

The attacks could not have come at a worse time. A good swath of Asia is in recession, while Europe teeters on the brink.

The U.S. economy, that once-unstoppable wealth-generating machine, has been languishing for more than a year. The economy isn't in recession, at least not by the textbook yardstick of two consecutive quarters of declining GDP.

But, to the million-plus Americans whose jobs have vanished amidst the deepening economic gloom over the past year, the distinction seems entirely semantic. These are tough times, especially in the shelled-out manufacturing sector that's borne the brunt of the decline.

Canada, which had been displaying a remarkable resilience to the slowdown south of the border, has recently been showing clear signs of capitulation. Growth slowed to an anemic 0.4 per cent in the second quarter, which means that the galloping economy of last year hasn't merely slowed to a trot, it's pretty much stopped entirely.

Economists are bracing for worse, hacking away at forecasts for this year and next.

The U.S. does the heavy lifting in the global economy, and the slowdown which started there has spread around the globe. How bad things get — the difference between an ordinary cyclical downturn and something approximating a global depression — depends in no small part on how quickly the American economy pulls out of its tailspin.

And the answer to that question lies mainly with the U.S. consumer, the engine that drives about two-thirds of the economy. In spite of the downturn, the layoffs and the breathtaking declines in the stock markets, the unflappable American consumer has kept on consuming and, in the process, helped the economy stay afloat during troubled times. That can't last forever — already, there are signs that American consumers may be trimming their sails.

If consumers feel secure, they'll typically keep spending. But, if they get the sense that the future is increasingly uncertain — there might be a tendency to shut down.

In other words, the U.S. economy is at an important crossroad. Can the economy — aided by an unprecedented easing spree by the U.S. Federal Reserve Board — recover before the consumer tosses in the towel? A growing dread that the economy will lose that race has sent markets tumbling in recent weeks.

Confidence is a subtle thing. If consumers feel secure, they'll typically keep spending.

But, if they get the sense that the future is increasingly uncertain — because they see neighbours being laid off or, more dramatically, terrorists slamming planes into skyscrapers — there might be a tendency to shut down.

The \$1.35-trillion (U.S) in tax cuts — the Bush administration's key effort to kick-start the economy — will mean nothing if consumers stuff it under the mattress.

In recent weeks, the Bush administration has been doing everything it can to shore up the fragile psyche of the U.S. consumer. Treasury Secretary Paul O'Neill has been the government front man, reassuring anyone who'll listen that, yes, things are finally getting better.

Now, as the nation steels itself for an unprecedented time of grieving, that sales job just got a lot tougher.

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See why in Thursday's Technology section

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'If there is one thing that happens when you have wars or near-wars, you revive the interest in federal spending to improve things. Nothing brings a country out of a slowdown quicker than a national disaster, which this is.' *Robert Stovall, senior vice-president and market strategist, Prudential Securities, New York*

Now is definitely not the time to panic



ROB CARRICK
PERSONAL FINANCE

Money talk seems a bit inappropriate right now, so let's cut to the chase on the matter of your investments.

Financial markets are going to be chaotic as they react to the terrorist attacks on the United States and the one sure thing is that a lot of money is going to be lost.

If you're an investor who has already endured a lot of pain in the past year, the unfortunate reality is that more is coming. No one knows how much, just as no one knows

how these events will play out.

The correct reaction here: Be cool. The one thing experts seem to agree on is that stocks and bonds have historically transcended disasters of all kinds over the long term.

"If the market is going to freefall, it's going to freefall for a bit and eventually it will come back," said Cynthia Kett, a financial planner and principal at Toronto-based Stewart & Kett Financial Advisors Inc. "At this point in time, I don't think there's anything investors can do to mitigate the damage."

That means putting aside any ideas you might have about trying to dump stocks this morning, or whenever the stock markets reopen. It's widely expected that there will be a tidal wave of selling — just let it wash over you.

"It never pays to sell at a time of panic selling, and my feeling is that there's going to be panic selling," said Pat McKeough, a long-time

market watcher who edits a respected newsletter called The Successful Investor.

Mr. McKeough said the markets fell sharply when former U.S. President John F. Kennedy was assassinated in 1963, an event equivalent to yesterday's terrorist attack in its shock value. Very quickly afterward, the market snapped back.

Don't pin your hopes on a repeat of this, however. Just now, it's hard to imagine a back-to-business attitude returning any time soon in the markets or elsewhere.

Some investors may have ideas about hunting for bargains amid the confusion to come. Go ahead, as long as you can stomach the possibility of losing significant money before you make any.

"There will be some very good values and buying opportunities that will arise as people overreact, but we're in unprecedented territory here," said Terry Jackson, chief

'If the market is going to freefall, it's going to freefall for a bit and eventually it will come back.'

executive officer at money managers MacDougall MacDougall & MacTier Inc. "With this much uncertainty, people should let things settle out and watch what happens. Don't make a full bet on anything going on in the next few days."

Be especially wary of speculative stocks, like those in the technology sector. Tech stocks continue to beguile, but they'll almost certainly take the worst of it if the markets struggle on in the coming months.

It's anticipated that the stock markets will be scary once trading resumes. The Toronto Stock Ex-

change 300 composite index fell 295 points before an early close yesterday morning, but that was before the enormity of what happened became fully apparent. The U.S. markets never opened, which means there's pent up fear and horror to be purged.

In a perverse way, you can argue that a big fall would be healthy for the markets, even considering the losses to date.

Some market watchers believe that the stock markets won't come out of their current funk until there's a so-called capitulation, or one last spasm of selling. Once that's out of the way, the markets are in a position to gradually recover.

Regardless of how things play out in the days ahead, there are those who believe that the markets will be in better shape before too long.

"We've been looking for September and October to be bad and then

for a pickup in November," said Katherine Beattie, a senior technical analyst with Standard & Poor's MMS. "A year from now, I think we're going to be significantly higher than where we are now."

A lot of investors haven't owned stocks long enough to know how mean the market can get at its worst. Some may find their faith in stocks has been shaken, maybe beyond repair.

Mr. Jackson of MacDougall MacDougall & MacTier said he's been in the investing business since 1969 and has seen several lean periods come and then go as the markets rallied.

"My confidence in mankind is shaken, but my confidence in equities is not. Once there's a sense the market had bottomed, I think there's going to be some great values."

rcarrick@globeandmail.ca

WORLD MARKETS

Stocks plunge with U.S. dollar across globe

All U.S. exchanges to remain closed

BY KAREN HOWLETT AND CAROLYN LEITCH

Financial markets in North America were paralyzed and overseas markets were thrown into chaos yesterday as the United States reeled from a devastating series of terrorist attacks.

Stocks around the world plunged along with the U.S. dollar, while oil and bond prices surged after the attacks demolished New York's World Trade Center and damaged the Pentagon.

All exchanges in the United States will remain closed today for the second day in a row after two planes crashed into the twin towers of the World Trade Center in the heart of Manhattan's financial district.

Howard Schloss, a senior vice-president at the U.S. National Association of Securities Dealers, parent company of the Nasdaq Stock Market, said in a statement that the New York Stock Exchange, Nasdaq and the American Stock Exchange will "consult with the SEC [Securities and Exchange Commission] on when to reopen."

Market watchers painted various scenarios about what would happen when stocks resume trading, ranging from short-term panic sell-offs to a drawn-out recession.

"It's obviously the kind of event that could facilitate a sharp panic selloff," said Gerald Vincent, vice-president of Davis Rea Ltd. in Toronto.

David Rosenberg, chief economist of Merrill Lynch Canada Inc., said the events will unleash a new wave of financial market uncertainty. "I don't think anybody should purport to know the overall financial and economic impact."

Financial markets in Canada were closed for most of the day after yesterday morning's attacks.

This is only the second time since the NYSE opened for business nearly 200 years ago that it has shut

for more than a day. The last time was during the Great Depression in 1933.

Although brokerage firms are pushing to get back to business as soon as possible, market observers expect it could be several days before trading fully resumes.

Many investment firms in the United States have some of their operations in the financial district, and the devastation their employees endured could limit their ability to get back to business as usual. The loss of life was expected to be catastrophic from the collapse of the giant towers, home to 32 brokerage firms and 50,000 workers.

Some of the biggest names among U.S. and world financial institutions closed their downtown New York offices, and the fate of many employees and the number of casualties remained unknown.

The New York exchange is located on Broad Street in the middle of the financial district, about five blocks from the trade centre.

In Canada, the Toronto Stock Exchange opened for trading at 9:30 a.m. only to close an hour and 10 minutes later. TSE spokesman Steve Kee said exchange officials will meet at 6:30 this morning to decide when to reopen. The Montreal Exchange and Canadian Venture Exchange also closed for the day after trading briefly.

Overseas, Britain's FTSE 100 index of blue-chip shares fell 5.7 per cent to 4,746.0 points, its lowest level since Oct. 8, 1998. London Stock Exchange contingency plans kicked in to keep the exchange running after the LSE evacuated its headquarters in the wake of the U.S. attacks, allowing the FTSE to trade uninterrupted to a 287.7-point lower close, its biggest one-day fall since the market crash of October, 1987.

Markets in France, Germany, Switzerland and Italy also tumbled.

Among the biggest losers were stocks in insurance companies and



RALPH ORLOWSKI/REUTERS

A trader in front of the Dax board at the Frankfurt Stock Exchange hears news yesterday that planes hit the World Trade Center. Stocks around the world plunged afterward, while oil and bond prices surged.

airlines.

Hijacked commercial planes were used in the attacks.

The biggest uncertainty at the moment, analysts said, is how U.S. equities markets will react when stocks resume trading. According to prices quoted late yesterday on the Web site of British spread-betting firm IG Index PLC, Wall Street is in for a dismal opening.

IG's prices currently indicate that British spread bettors believe the Dow Jones industrial average could be set for a drop of 400 points, or about 4 per cent, when trading re-

sumes, according to the Dow Jones news service.

Gold and the Swiss franc — traditional safe havens in times of market turmoil — jumped after the attacks. Oil prices also rose as investors feared the attacks would ratchet up tension in the Middle East.

Gold jumped as much as 7 per cent, and crude oil rose 13 per cent. U.S. Treasuries also rose. The 30-year bond gained \$15 (U.S.) per \$1,000 security, lowering yields by 10 basis points to 5.34 per cent before the market closed, according

to Zions Bank.

A trade group, the Bond Market Association, called for an "indefinite" market closing, meaning bond markets may be shut for days.

Ontario financial-services regulators asked companies that sell segregated funds, the life-insurance industry's equivalent of mutual funds, to consider "today's events" before trading in these products to ensure that consumers' interests are protected.

With files from Reuters and Bloomberg

FINANCIAL ADVICE

Clients urged to stay the course

BY JONATHAN STEMPEL, NEW YORK

Financial advisers are urging their clients, especially those with big stock holdings, not to panic after the collapse of New York's World Trade Center and the burning of the Pentagon outside Washington, D.C.

"It's virtually impossible to make cogent business decisions in an information vacuum," said Anthony Ogorek, a certified financial planner and principal at Ogorek Capital Management in Buffalo, N.Y. "It would be imprudent to jump from one equity strategy to another."

Advisers and portfolio managers said they are getting calls from investors wondering what to do.

Some experts are saying Tuesday's attacks could frighten enough investors into cutting back on spending to plunge the already-ailing U.S. economy into a full-blown recession.

John Snyder, who helps run the \$2-billion (U.S.) John Hancock Sovereign Investors Fund, fielded a call from a panicked investor wanting to cash out of his \$1.5-million stock portfolio at the Boston-based firm. He told the investor to stay put.

"My suggestion to them is, one, sleep on it, and secondly, that we don't know quite what the impact is going to be on the economy," he said. "Obviously there's going to be some short-term impact — two days, two weeks, what have you."

Financial markets regularly slide on external shocks, and market watchers expect U.S. stocks — in the dumps all year — to fall further when trading resumes. U.S. stock markets never opened yesterday and will stay closed today.

Though a handful of traders may be able to profit from any downturn, most cannot, advisers agree. Markets, they reason, digest information too efficiently. Most mutual fund investors, moreover, can't sell until the fund companies again price their shares — after the next close of trading.

Reuters News Agency

THE TSE

Despite U.S. events, exchange opens on time, shuts down hour later

BY ANGELA BARNES
INVESTMENT REPORTER

Despite the horrific events in New York yesterday morning, the Toronto Stock Exchange opened on time at 9:30 a.m., but then closed just over an hour later.

But by that time, the TSE 300-stock composite index had plummeted more than 4 per cent to its lowest level since late October, 1999, in very erratic, volatile and heavy trading.

It remains to be seen whether the exchange will reopen today. TSE management were to meet this morning at 6:30 a.m. to decide, according to exchange spokesman Steve Kee. He told the Dow Jones news service that officials will factor into their decision how overseas markets perform overnight,

whether they were orderly, how U.S. stocks fare and when U.S. markets reopen, among other things.

Late yesterday afternoon, the New York Stock Exchange announced that U.S. financial markets would remain closed today. The NYSE statement said that after further consultation with the U.S. Securities and Exchange Commission, it will be announced today when U.S. stock markets will open.

As of 6 p.m. yesterday, the TSE meeting this morning was still on, another exchange official indicated.

In other fallout from yesterday's catastrophe, the Investment Funds Institute of Canada, the body representing mutual fund companies, said that all trading in funds has been suspended until further notice. "We are continuing to monitor the situation and trading will re-

sume at the earliest possible convenience," said Tom Hockin, IFIC president.

The Canadian Securities Administrators, which represents the 13 provincial and territorial securities commissions, said it fully supports the decision by IFIC to stop trading in mutual funds, the move by the Investment Dealers Association of Canada to close the domestic bond and money markets and the decision by the Canadian stock exchanges to stop trading.

The CSA said it is monitoring the situation, but that "it is expected the disruption in markets will be temporary and that trading will resume as soon as practicable."

Yesterday, even though the first details of the attacks on the World Trade Center were already known, the TSE composite opened down

just 28.5 points. But as the terrible story unfolded, investors scrambled to sell, dropping the TSE 300-stock composite 295.9 points to 7,048.8 by the time trading was halted at 10:40 a.m. Investors sold bank stocks, conglomerates, consumer products, transportation issues, utilities and pipelines. Conglomerates took the biggest hit, down 9.41 per cent with heavyweight, **Canadian Pacific Ltd.** off \$5.84 at \$53.

Only gold and oil stocks escaped the selling. The oil and gas sector climbed 2.03 per cent as the price of crude oil rose. The gold and precious minerals group surged 7 per cent as bullion soared \$14.40 (U.S.) to \$286 an ounce.

The greatly shortened session was marked by a withdrawal of a lot of buyers from the market, said Fred Ketchen, the head of equity

trading for Scotia Capital in Toronto. Many buy orders in the trading system were cancelled, he said.

The decision to go ahead and open the exchange has raised some eyebrows on Bay Street. TSE president Barbara Stymiest said at the time the TSE began trading, most of the other major markets in the world were open.

"We were monitoring the situation constantly throughout the piece and it made sense to us at the time," she said. "We were in constant contact with all of the broker-dealers who were obviously in contact with their institutional and retail investors."

But Mr. Ketchen said the New York Stock Exchange had indicated before the normal 9:30 a.m. opening of the markets that it wouldn't be operating.

Mr. Ketchen described the move to open the TSE for trading as wrong and unfortunate. "They probably had their reasons, but I just think under these circumstances those reasons were probably invalid."

"I wish they hadn't [opened]; I think they probably wish they hadn't," he said.

As for the subsequent decision to cease operations for the day, "I wish they hadn't been so long in doing it," he said.

Ms. Stymiest said the market was closed when it became apparent that the situation had caused "difficulties within our own markets here in Canada."

When asked what she meant, she replied, "You have seen that downtown Toronto is empty; people wanted to go home."

GOLD

Price surges, trading dries up

Hits \$289 (U.S.) in brief New York activity; 'The market has effectively seized up'

BY ALLAN ROBINSON
MINING REPORTER

The price of gold jumped \$17.40 (U.S.) an ounce yesterday to briefly hit a peak of \$289 just hours before trading all but dried up in the wake of terrorist attacks in New York and Washington that devastated the United States.

Gold traded in London and briefly in the United States before offices in the New York financial district were evacuated. It closed in London at \$286, up \$14.40.

OIL

Fearful traders drive up price of crude

BY LILY NGUYEN, CALGARY

Oil prices surged by as much as \$4 (U.S.) yesterday on fears that the terrorist attacks in the United States could disrupt supplies worldwide and speculation that the tragic events would be linked to the oil-exporting Middle East.

Traders pushed the price of benchmark Brent futures to as much as \$31.05 (U.S.) a barrel on the London International Petroleum Exchange — its highest price since last December — before easing off.

Brent crude closed at \$29.06, up \$1.61.

Analysts said traders were simply reacting to fear and uncertainty in the marketplace, rather than any actual cutoff of oil output, as everyone struggled to digest the ramifications of the attacks.

"It's just a panic premium in there. Uncertainty always makes for volatility," said Judith Dwarkin, vice-president for global energy at the Canadian Energy Research Institute in Calgary. "There's been no change in the physical supply of oil."

Carol Crowfoot, a senior energy economist with Gilbert Laustsen Jung Associates Ltd. in Calgary, said that with the halt of trading in the United States, those anxious to secure oil supplies are willing to pay more for it.

"If people can find someone to do a deal to buy crude oil [from], they are buying it and they are willing to pay a higher price," she said.

The Organization of Petroleum Exporting Countries stepped in yesterday with reassurances that worldwide oil supplies will be maintained.

"OPEC member countries are committed to their promises to guarantee sufficient oil supplies and their policy of strengthening market stability," said Ali Rodriguez, the organization's general secretary.

He added that OPEC has substantial spare capacity and is prepared to use it to stabilize prices.

A spokesman for the U.S. Energy Department said there are no plans to release supplies from that nation's strategic petroleum reserve, which holds 542 million barrels of crude.

Analysts were divided about the longer-term outlook for oil prices, especially because so much is still not known about the attacks, including those responsible and what retaliatory measures may be taken.

Ms. Dwarkin said the attacks could drive an already weakened U.S. economy to its knees, curbing demand and eventually causing a drop in oil prices.

The attacks "struck at the financial heart and the centre of government. There's been a loss of knowledge and skill," she said. "In the longer term, it doesn't bode well for oil demand."

She added, "There's been no change on the demand side. Any change will be on the supply side." But Ms. Crowfoot predicted that prices probably will go higher.

With files from Reuters and Dow Jones

'A disaster like this, depending on the wording [of the policies], could severely affect [some insurance companies'] ability to stay in business.'

Robert Carter, chief executive officer of the Insurance Brokers Association of Ontario.

Mercantile Exchange. However, the shutting of the markets in the United States created a lack of liquidity and an inability to ensure gold-trading transactions could be cleared.

The rush into gold "is an instinctive reaction to terrible news," Martin Potts, an analyst at Williams de Broe in London told Bloomberg. "The feeling is that this could get nastier."

Gold is traditionally used as a safe haven by investors in times of political uncertainty, wars and financial market turmoil.

"This is the way gold trades. It does nothing and you go to sleep and then you wish you had bought some," Mr. Pollitt said, describing

the volatility of the gold market.

Gold traded yesterday at its highest price since mid-May when bullion was at \$298.50 an ounce.

Trading was frantic at around 10:20 A.M. eastern time. "I've got to go now, it's really hectic here," said George Parrill, the director of precious metals at ScotiaMocatta, the metals trading arm of the Bank of Nova Scotia.

The London afternoon fix price for gold bullion was \$287 an ounce, a price set by dealers at which large quantities of gold can be exchanged at a fixed price. There are two daily fixes in London, one in the morning and one in the afternoon.

"There is one big chaos on the gold market," Hennie Rijnbeek, a

trader at Rabobank in London told Bloomberg News.

Trading in an official market was scheduled to resume early yesterday evening in Hong Kong before opening this morning in Switzerland and resuming in London. It is uncertain whether markets will reopen in New York this morning.

Gold traders said they expect the Bank of England will go ahead with its auction of 20 tonnes of gold today, the 14th auction the bank has held in the past two years. The bank has already sold 315 tonnes.

On the Toronto Stock Exchange, the gold and precious metals index rose 7 per cent or 343.31 points to 5,250.72 before trading was halted yesterday morning. The index

briefly traded up over 400 points.

The shares of **Barrick Gold Corp.** rose \$2.50 (Canadian) to \$27.70 a share and **Placer Dome Inc.** rose \$1.24 to \$18.60. The shares of **Franco-Nevada Mining Corp.** rose 70 cents to \$21.41.

It was not only gold that went up in price yesterday. So did copper, lead, zinc, aluminum and nickel, all of which have been extremely weak because of the slowing world economies.

Yesterday's sudden rise in the base metals is probably based on expectations that the U.S. dollar would continue to be weak against the euro and the yen, said one analyst. That would cause metal prices to rise in terms of the U.S. dollar.



NICOLAS ASFOURI/Agence France-Presse

The news spreads

A newspaper vendor hawks the Evening Standard daily, headlined Terror War on the USA, yesterday outside the London Stock Exchange after the terrorist attacks in New York and Washington.

CURRENCY

U.S. dollar tumbles as investors flock to safer havens

BY MARIAN STINSON
MONEY MARKETS REPORTER

The U.S. dollar tumbled and European currencies surged yesterday as investors scrambled for refuge after the World Trade Centre in New York was destroyed.

The greenback fell 1.9 per cent against the euro, the biggest decline since April 3. It also plunged 2.8 per cent against the Swiss franc, a traditional safe haven currency, the biggest drop in more than three years. It sank 1.5 per cent against the yen.

Trading in the U.S. foreign exchange market, where \$1.1-trillion (U.S.) changes hands daily, ground to a halt early in the day after the attacks. When activity stopped, the dollar was trading at 91.47 cents against the euro. It fell to 1.64 Swiss francs and 119.21 yen.

"It's devastating. There's been nothing like this since Pearl Harbour," said David Ebata, Canadian markets analyst with Thomson Capital Markets in Boston, before the firm closed for the day at noon.

The Canadian dollar sank to 63.59 cents (U.S.) mid-morning from 64 cents late Monday. The loonie quickly bounced back to 63.90 cents.

Although some Canadian firms remained open for most of the morning, trading in currency mar-

kets was thin and scattered as dealers watched events in New York and Washington unfold.

"It's foolish for anyone to do anything in this market," Mr. Ebata said. "Things are totally, completely illiquid."

As analysts closed up shop for the day it was difficult to know when North American markets would return to normal.

"No one will want to do anything until they see how the markets behave," Mr. Ebata said. "There will be a lot of uncertainty and huge paper losses [in stocks]."

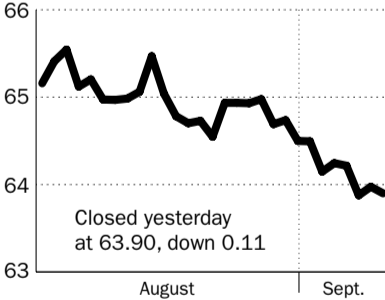
Although stocks will be under severe pressure, Mr. Ebata sees investors moving to the relative safety of U.S. bonds, particularly treasury issues, as happened after the stock market crashed in October, 1987.

Expectations have been building for an interest rate cut soon by the U.S. Federal Reserve Board since last Friday when the Labor Department reported that employment fell sharply in August and the unemployment rate climbed to a four-year high of 4.9 per cent. Some analysts expect a reduction before Oct. 2, the next regular policy meeting of the U.S. central bank.

"The U.S. has never faced anything like this before," said Katherine Beattie, an analyst with Standard & Poor's MMS.

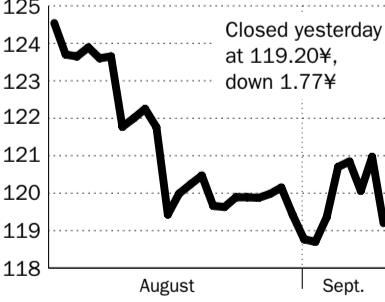
Canadian dollar

Daily, U.S. ¢



Yen

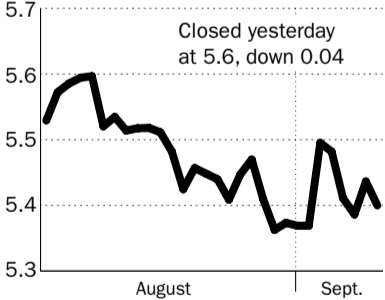
Yen to the \$U.S., daily



Source: Thomson Financial Datastream

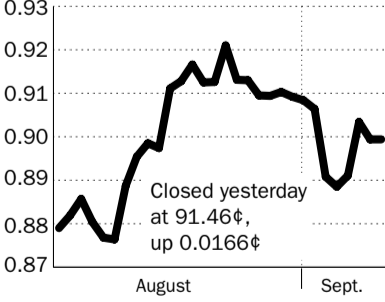
Bond yield

30-year U.S. treasury bond yield, daily



U.S. dollar

\$U.S. to the Euro., daily



It's not clear if the Fed will act quickly and cut interest rates, she said.

Both the Fed and the Bank of Canada issued statements saying they will provide the liquidity needed to support the financial system.

Despite the battering the U.S. dollar took yesterday some analysts remain upbeat about its prospects.

"We still remain dollar-bulls," though "very near-term the Swiss franc becomes the safe-haven currency of choice," said Dustin Reid, a currency strategist at UBS Warburg in Stamford, Conn. Looking ahead, "the fundamental story hasn't changed" with the U.S. economy expected to outperform

Europe's and Japan's.

The Swiss franc benefits because "people don't really trust the euro and are skeptical" about Japanese economic prospects, he said. The British pound doesn't get as much safe-haven buying as the Swiss franc because the pound tends to track the euro, he said.

The pound reached a seven-month high against the U.S. dollar climbing to \$1.47, from \$1.45 yesterday. Against the euro it was little changed at 61.79 pence per euro.

The Australian dollar rose 1.9 per cent to 52.34 cents from 51.35 cents yesterday. The New Zealand currency rose 0.9 per cent to 43.47.

With files from Bloomberg News

DEATH AUCTION

eBay bans sale of items from attack

SAN JOSE, CALIF.

Internet auction company **eBay Inc.** has banned the sale of items related to the World Trade Center attack after several auctions for videos and debris from the tragedy appeared on its Web site.

The on-line auction service cancelled the auctions and instructed its customer support teams in Salt Lake City, Utah, to monitor the site for similar sales, said spokesman Kevin Pursglove. He said the company is monitoring its site for auctions attempting to exploit the tragedy.

Among the items up for bid were a World Trade Center Bombing Video, with a \$10.50 (U.S.) opening price, and debris from the explosive aircraft crashes, beginning at \$9.99.

Users trying to access information on the items were linked to a message saying the item was either invalid or no longer in eBay's database.

"We wanted to take steps immediately," Mr. Pursglove said.

The auction service also posted a message on its main Web page yesterday saying that the day was a "terrible day for the United States and many people in the eBay community. The thoughts of everyone at eBay go out to the victims of today's tragedy and their families."

Bloomberg News

'There is panic buying of metals, gold and oil — it is complete pandemonium. Gold and oil have gone up and it is a drive towards safe-haven territory.' *Robin Bhar, metals analyst, Standard Bank, London*



A Coca-Cola Co. delivery truck sits among the rubble after the collapse of the first World Trade Center tower yesterday.

DOUG KANTER/AFP

Atlanta at a standstill as city reacts to attacks

Businesses, government send staff home; 30,000 stranded at Hartsfield airport

BY STEVE MATTHEWS AND ADAM LEVY

Coca-Cola Co. sent the 4,000 employees at its Atlanta headquarters home today as scores of businesses and government agencies around the city shut down following terrorist attacks in New York and Washington.

Atlanta's Hartsfield International Airport, one of the busiest in the United States, was shut, stranding about 30,000 people, Atlanta Mayor Bill Campbell said.

"This is perhaps the most unspeakable tragedy that has occurred in the United States," Mr. Campbell said. He said he was aware of no threats in the Atlanta

area and urged residents to avoid "a sense of panic."

The Bank of America building, Atlanta's tallest, and the six-building Peachtree Center complex downtown, where about 15,000 people work, were among the privately owned buildings that were closing. The Centers for Disease Control and Prevention, a federal health agency based in the city, also sent workers home.

The moves followed attacks earlier in the day in which terrorists hijacked commercial airliners and crashed them into the World Trade Center in New York and the Pentagon in Washington.

"In the interest of having the highest level of security, we have

closed the Atlanta complex," Coca-Cola spokesman Ben Deutsch said.

The Network/Interop conference, a large technology exhibition at the Georgia World Conference Center, shut down slightly before 11 a.m. Beverly Robinson, director of product marketing for Santa Clara, Calif.-based PGP Security, said, "We should all be out of downtown right away."

Hotels and car-rental agencies were jammed with people looking for rooms or cars to leave downtown, travellers reported.

Wachovia Corp., AT&T Corp. and Lucent Technologies Inc. all said they sent employees home from Atlanta offices.

United Parcel Service Inc., which kept its headquarters open, said it had 25 jets in the air and all were ordered to land.

Jackie Tate, a spokeswoman for Home Depot Inc., said that al-

though the company's home office was open, workers were free to go home. She also said the home-improvement chain closed some stores in New York and Washington near where the attacks took place.

"We have closed selected stores and markets close to the affected areas and will continue to monitor the situation," Ms. Tate said. "We are monitoring developments to ensure the safety and support of our associates and customers."

AOL Time Warner Inc., the biggest media and Internet company, said it had increased security at its CNN Center in downtown Atlanta. The company closed the building's atrium to the public and removed all vehicles parked underneath.

All Atlanta police were put on 12-hour shifts and leaves were cancelled, the mayor said.

Bloomberg News

Tech firms send workers home, boost security

PALO ALTO, CALIF.

Hewlett-Packard Co., Intel Corp. and other computer-related companies are closing offices, boosting security and encouraging employees to work from home after planes hijacked by terrorists destroyed New York's World Trade Center and crashed into the Pentagon.

Sun Microsystems Inc. had a sales office on the 25th and 26th floors of the south tower of the World Trade Center, and doesn't yet know how many workers were in the building during the attack, said spokeswoman Penny Bruce. Software maker TripleHop Technologies Inc. had offices on the 53rd floor of one tower.

The crashes and subsequent explosions caused the collapse of both 110-storey twin towers, part of an office complex on Manhattan's southern tip through which as many as 200,000 people pass every weekday. The death toll may exceed that of the 1941 surprise attack on Pearl Harbor that killed 2,400 people. Hijackers seized at least four airliners in the attack.

"It's a shock to everybody," said Advanced Micro Devices Inc. spokesman John Greenagel.

Advanced Micro suspended all travel by employees and stepped up security at plants and offices in Sunnyvale, Calif., and elsewhere. The microprocessor maker has semiconductor plants in Austin, Tex., and Dresden, Germany.

The public relations firm for TripleHop, a developer of customer-service software for Internet-travel sites including Orbitz and Lastminutetravel.com, couldn't be reached to comment.

HP, the second-biggest computer maker, evacuated about 100 workers, including about 80 from its Manhattan offices and 20 from a site in Washington, spokesman Dave Berman said. HP employees in San Francisco and Los Angeles have been encouraged to go home.

Companies such as Santa Clara-based Intel and EMC Corp., which is based near Boston in Hopkinton, Mass., said they have increased security.

Intel, the biggest computer-chip maker, has heightened security procedures at all of its offices and facilities worldwide, said spokesman Chuck Mulloy.

"We will monitor the situation," he said. "We are giving all U.S. personnel the chance to go home as

their personal needs dictate. No one at Intel is travelling."

Intel, which doesn't have a site in New York, does operate a small office with about a dozen workers in Washington. The office isn't near the Pentagon and everyone is safe, Mr. Mulloy said.

LSI Logic Corp., the largest maker of custom semiconductors, said security at its plants has been increased.

The plants are still open, but "we are taking prudent procedures," said spokesman Kevin Brett. "We are making sure everyone who enters the buildings has a proper I.D." He declined to discuss additional measures.

LSI, based in Milpitas, Calif., has a large chip-making plant in Gresham, Ore., and plants in Tsukuba, Japan; Wichita, Kan.; and Colorado Springs, Colo.

EMC, the largest maker of corporate computer data-storage systems, has boosted security and established a "crisis center" for customers at the World Trade Center that lost data.

The company also shut offices in Manhattan located near the World Trade Center and in Washington, D.C. No employees were hurt in those locations, said spokesman Mark Fredrickson, who declined to discuss security measures.

BEA Systems Inc., an electronic-commerce software maker, said it closed all major sites, including its San Jose, Calif., headquarters and offices in San Francisco and New Jersey. The closings affected 3,800 employees, who have been encouraged to work from home, said spokeswoman Kathy Maag.

Microsoft Corp., the biggest software maker, closed offices in New York and Washington, said spokesman Rick Miller. Mr. Miller couldn't say how many employees worked in those offices. The company's headquarters near Seattle in Redmond, Wash., are open, although the company has given employees the option of working from home.

"We have told employees if they want to work from home, if they need to get in touch with family or anything, they can do that," Mr. Miller said.

Gateway Inc., the second-biggest direct seller of personal computers, shut its Gateway Country stores in the Manhattan area and told other employees they could leave work.

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'Companies used to talk about the political risk of being in [politically unstable] countries, but now we have that right here at home.' *Richard Linowes, professor of international strategy and entrepreneurship, American University in Washington*

Workers watching TV gasp in horror

HALT from page B1

Two dozen people, squeezed into the store-front office of brokerage **Charles Schwab Canada** in Toronto's Exchange Tower, gasped in horror as the second World Trade Center tower collapsed in a re-broadcast.

Not far away, Dave Taylor and Hasan Khan stood staring at an outdoor jumbo TV, watching live pictures of a burning World Trade Center and Pentagon building.

The two employees of **BMO Nesbitt Burns Inc.** had left their office in First Canadian Place after a senior executive had sent a mid-morning e-mail message saying, "With what's happened, feel free to leave for the day."

"It's safe to say most people weren't doing their normal day-to-day duties," said Mr. Taylor.

In Calgary, a few major office buildings closed to the public and some big oil companies cancelled their work days. At **Mobil Oil Canada Ltd.**, all calls were being redirected to an operator who said the company had shut operations for the day.

Many firms tightened security and gave employees the option of leaving. "We are operating under a higher level of vigilance," said Glenn Herchak, a spokesman for **TransCanada PipeLines Ltd.**, Canada's largest pipeline operator. Mr. Herchak said the company had increased security as a precaution.

Suncor Inc. chief executive officer Rick George said his company had also tightened security in the event that the widespread terrorist attack could spread to oil refineries.

At **Enbridge Inc.**, spokesman Jim Rennie said employees along its pipeline route have been put on the alert, and security tightened at pump stations. Similarly, giant power utility **Hydro-Québec** stepped up security at its sites.

The events put a sudden halt to

all kinds of conferences, meetings and legal proceedings. Louis Audet, president of **Cogeco Cable Inc.**, of Montreal, was speaking at a Toronto investment conference on media and telecommunications when the news of the tragedy spread across the room.

Mr. Audet said he realized that many in his audience would have known other financial services professionals in the Wall Street area.

At another conference, Mr. Godsoe was interrupted during his speech and quickly left the room. An official explained that the bank chairman had to "run to an emergency" and he adjourned the meeting.

"We're living in a day of complete and absolute tragedy and I don't think any of us will be untouched by it," Mr. Godsoe had told the forum before his departure. "I have children who live in New York and San Francisco. One obviously wonders what's going on."

"Our offices in New York are just a stone's throw away from the World Trade Center, which no longer exists," Mr. Godsoe told the audience. "For the Canadians and Americans in the room, we're part of it."

Thousands of Toronto employees voluntarily left their places of employment, including Toronto-Dominion Tower, Royal Trust Tower and BCE Place. Security guards said those buildings remained opened, some on a restricted access only basis. Still, by noon the tenants — mainly law firms, banks and securities firms — had told their employees to go home for the day.

"No one's taking their chances," said Steve Hobbs, a Nesbitt Burns employee. A legal assistant, who was in the middle of a discovery examination, said she had been asked to leave the 47th floor of the CIBC Tower. "Since this is a business district they're not taking any



GEOFF GEORGE/THE GLOBE AND MAIL

The lobby of First Canadian Place in Toronto was unusually quiet yesterday following news of terrorist attacks in New York and Washington.

chances," her friend said.

Software company, **Mortice Kern Systems Inc.** of Waterloo, Ont. postponed its annual general meeting, which was to be held yesterday afternoon in Toronto. In Montreal, printing and media giant **GTC Transcontinental Group Ltd.** postponed the release of third-quarter financial results, as well as a conference call.

Vancouver-based **Lions Gate Entertainment Corp.** dropped plans for a party tonight at the Toronto International Film Festival, which has scaled back its schedule.

Lions Gate, a film and television production company, had scheduled its annual general meeting for

today in Toronto, and yesterday, a spokesman said he expected a scaled-down meeting would take place.

"We will be dealing with the legal basics, nothing else," spokesman Gordon Keep said.

Some events in Toronto's business life went ahead as planned yesterday. At the **Ontario Securities Commission**, a procedural hearing concerning the OSC's charges against theatre impresario Garth Drabinsky started on time at 10 a.m.

The deadline for bids to buy the Fairweather clothing chain was also postponed — to today at 4 p.m. from yesterday — because of the

disaster, the interim receiver of parent **Dylex Ltd.** said. Of about a dozen parties that have considered submitting offers, a number are American, sources close to the process said.

Among retailers, **Starbucks Corp.**, the giant coffee chain, closed all of its 2,900 company-owned stores in the United States and Canada after the terrorist attacks. The stores are expected to reopen today.

"As far as we know, nobody has been reported hurt" at the stores, a spokeswoman said. "Our first concern is the well being of our partners."

Other retailers shut down stores

yesterday, particularly in potentially "sensitive" locations that could be terrorist targets, said Randy Scotland, a spokesman for the Retail Council of Canada.

A number of stores in central Ottawa, especially near the U.S. Embassy and Parliament Hill, closed as well as airport outlets, he said. Some shops in the Toronto Eaton Centre shut their doors.

Mr. Scotland did not expect stores remaining open would get much business as consumers were focused on television sets. "I think this has hit people in a really visceral way."

Across the country, the phones were eerily silent at brokerage firm **Raymond James Ltd.**, said Michelle Rupp, senior vice-president of corporate communications for the Vancouver-based firm.

"I think people are glued to their television sets and just struggling to absorb this," she said. "And we are grateful [for the quiet] because it is giving us time to do a thorough analysis of what the fallout might be."

The tragedy caused havoc for transportation everywhere. Linda Morris, director of public affairs for the **Vancouver Port Authority**, said the port had stepped up security at operations, especially those involving cruise-ship passengers, most of them American, who stop in Vancouver on their way to and from Alaska.

Ms. Morris said public access had been restricted to the Port's two cruise-ship terminals, and that special arrangements were being made to accommodate travellers who are due to arrive in Vancouver today and on the weekend.

With files from Lily Nguyen and David Parkinson, Calgary; Wendy Stueck, Vancouver; Richard Blackwell and Marina Strauss, Toronto; Canadian Press and Bloomberg.

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David S. Brown, Partner of WeirFoulds LLP, is stepping down as Chair of Toronto Venture Group (TVG) after leading the premier venture capital networking organization through dramatic growth over the past two years.

Mr. Brown is a founding director of the 11-year old not-for-profit organization and has served as Secretary, Vice Chair and Chair of the Speaker's Committee.

Richard Zurawski, a partner of Fulcrum Partners, is succeeding Mr. Brown. As Chair, he will lead TVG

through its continued growth and in the development of new programs serving the entrepreneurial and investment communities. An accomplished financial professional, Mr. Zurawski has worked for more than seven years with owners, other venture capitalist and bankers to help high potential companies get off the ground.

John Berton is replacing Mr. Zurawski as the TVG Vice Chair and John Vukovic will continue to function as TVG Treasurer.



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'I want the people of New York to be an example to the rest of the country and the rest of the world that terrorism can't stop us.'

New York Mayor Rudolph Giuliani



A family in Central Park in the New York before yesterday: 'Like explorers certain they would find glories everywhere.'

NEW YORK TIMES

This is the way the world changed

The day before yesterday, **IAN BROWN** was in New York, strolling down Wall Street's expanse of luxury and leisure, so summery he was tempted to stay. But then he would have seen the Street burnt ash-grey, bloodied and unreal. This is his diary of New York's last good day, and of the day after — of near-misses, time warps, and stories told through tears

On the last complete day of the world as we had always known it, the sun rose in the east as it always had, and slanted in the window of our hotel room from the left. It was 5 a.m. and clear. It had been that way all weekend in New York — golden, hot for September. It was our anniversary.

We were staying at the Marriott on Wall Street, because the hotel we had planned to stay at was full. It was one of those coincidences. In fact, we'd had a choice: The Marriott World Trade Center Hotel, or the smaller Marriott Wall Street a block south of the towers of the World Trade Center. We chose the smaller one, even though it was being renovated.

The whole financial district was spectacular that day, the day before everything changed. My wife kept looking up at all the new buildings that have been built in recent years on Manhattan's southern tip and saying, "You know, I could live down here." From our hotel room on the 29th floor, I could see into the apartments of the building across the street, a gorgeous, golden deco dragon of a building, with lion's heads across the lintels and blue and yellow deco tiling along its parapets.

That was just like New Yorkers, we said, to decorate the tops of their tall buildings, in the certain knowledge that one day another building higher still would look down upon the older, smaller one, and still the older building would give the new residents pleasure. It was a hopeful detail. Everywhere we looked we could see leisure, and money, and pleasure, and all the luxuries that I now associate with

the other world, that old world, the world before yesterday.

A woman in a white blouse was having breakfast on her balcony with another woman. A youngish man in a white bathing suit was tanning. In the morning, we left the hotel in search of food, like explorers certain they would find glories everywhere, and passed Trinity Church, the first church in Manhattan (Alexander Hamilton, the first treasurer of the United States, is buried there); the Woolworth Building, which had been the tallest building in New York for its time, still sat up like an old queen behind us. There was a fantastic two-for-one shoe sale across the street. I actually thought about staying an extra day, so I could be there on Tuesday morning when the store opened again.

All in all, to a visitor on the morning of the last day of the world as we had always known it, Manhattan seemed like a place anyone would want to be, as long as you were guaranteed some comfort.

The world as it had never been before, on the other hand, seemed to be obsessed with time, told in shorter and shorter intervals. My brother called from Boston at 9:15 a.m., as I walked in the door from dropping my daughter at school. She'd been a little embarrassed by my kiss in the school yard, as usual. "Turn on the TV," he said. "You need to see this. I mean it, you need to watch the TV right now." Then he hung up.

Two minutes earlier, at 9:13, the second plane had run into the second tower. At 9:18, the TV reported that all flights had been suspended.

(That was frightening: I mean, really, to suspend all flights? They had to know something.) At 9:20, Bush came on looking like a kid who hadn't done his homework, in that school house in Florida; at 9:40, domestic flights were grounded (now I realize the Federal Aviation Administration knew about the hijackings by then).

At 9:45, the news about the Pentagon came over the TV. I kept thinking: *How much more can these bastards pack into a day?* At 10, the White House was evacuated. That was when the whole thing started to slide for me, started to try to slip under my consciousness, when my mind began to start to try to get out of the way of the world. At 10:05, my wife walked into the room and said "What's this?" — to which I replied, "This is the start of the third World War."

"Is that why they've grounded all the planes?" she said. "To make way for the missiles?" If you are reading this in the newspaper the next morning, it turns out she was being alarmist. At the time, though, it was as good a guess as any.

I called my brother back when I got to work. "Okay," I said. "You've managed to get my attention."

By then he was doing the Ping-Pong thing that people seemed to do all day. He was still in his office in the financial district in Boston, albeit in a small building he deemed unbombworthy. He's already called his boss, to ask about the business, and his boss had said the Toronto head office was moving to its secret location the next day.

"Why don't you leave?" I said. "I can't," he said. "The garage of the building is jammed."

"Why?" "Why? Because people are fleeing the city," he said. "Fleeing. Because this is a war. People leave war-torn areas, don't they?" He sounded slightly irritated. "They left Sarajevo, they left Beirut, and now they're leaving Boston." All the markets were closed, and Europe was down three-and-a-half per cent. Rosemary, his secretary, had come and gone that morning; her son worked in the U.S. Patent Office in Washington, D.C., and was planning on walking the 15 miles home.

"Why?" I said. "Well, how else is he going to get home?" Again the irritation. I heard

it all day long. After the irritation, came the anger. "I hope the Americans bomb the hell out of whoever did this. They're fucking animals. This is thousands and thousands of people dead," he said. "Thousands and thousands."

There was a pause, and that was when the Ping-Pong, the brain jumping back and forth from the practical and the selfish to the conceptual and a view of all mankind. It was strange how it kept swimming into view. Everything was different. "Suburban real estate," he said.

I didn't know what he meant, it came out so suddenly. I made a noise.

"Suburban real estate. Buy some. Because no one is going to want to live in the city anymore. Lodging stocks, short them."

"Lodging stocks?" This time, I actually managed to say the words. "Hotels!" he said. "Get rid of them. Americans are going to stop travelling. Oil."

"Oil? What do you mean, oil?" And he paused again, as if he'd caught himself in his own tracks, the way the whole day had caught us all — all day long, saying what came to mind and then thinking about it, because there were suddenly all new rules in place.

"That may add a new variable, the oil equation. This is why the Americans can't just bomb the shit out of the Arabs. Because they need the oil." Another pause.

"My whole perception is changing," he said, and it was then that I realized he was speaking in real time, that he was living now in the continuous present. "I just went to get a cup of coffee, and people were standing in the street, crying. In mourning, I suppose. You thought Oklahoma was shocking. But that was 350 people. I don't feel safe. I went to get a coffee. But I keep looking behind me."

After that I said I had to go. I told him to take care. But he was pinging back now. "I have to go to Austin on Thursday," he said. "Business."

"Never happen," I said. "Really," he said, "you think so?"

If people weren't Ponging, they were crying. I called Charlotte, in Arlington, Mass. It didn't seem to matter that I hadn't called her in 10 years; time had disappeared. In Arlington, Charlotte had been walking

up the street with her daughter Lilly to the sing-along at the local library — did you get that? *to the singalong at the local library* — when she saw some housepainters sitting around a radio in a window. "The sun was shining, birds were singing," she said. When she heard about the attacks she walked home again.

"Then I started crying right here in the kitchen," she said, and by then she was crying on the phone as well. "I mean, my God, I have kids. And all those people in those buildings, and their kids — and just, these endless generational, centuries-old conflicts, they way they can come down and fester wherever you are."

She was talking steadily now, crying but talking calmly, as if tears would always from now on be a part of her conversational style, and she was already adapting well to its gasps and sputters. "I mean, assuming that it's terrorism. You would think that another human being would know what they were doing, that they couldn't these things, like flying a plane full of people into these buildings." She paused, sniffed. "I was just thinking too, that we take American Airlines all the time."

Then I looked over at the TV, and told her that the two towers had just collapsed. "Collapsed?" she said. And then she started crying again, though differently now, so I didn't mention that all of lower Manhattan was being evacuated. She sobbed for a while then, stopped, started up again. Finally, she spoke. "And I don't know what I'm going to say to Aiden, my son. He just went up the stairs in tears about his homework. What do I do about that?"

In all, I heard five people sobbing on the telephone in the course of the day. For me, at least, that's quite a lot. I even saw it in newsrooms, which I have never seen before. At first I thought it was because so many things we had all relied on and trusted as dependable had fallen apart that morning, but I have since decided it was just plain fear. Every conversation I heard in the street was about the attacks, bar none, and every one was full of the words *hijacked*, and *dead*, and *unreal*.

In New York, in the last days before all this happened, we walked everywhere. We saw *Proof*, a brilliant Tony- and Pulitzer Prize-win-

ning play. It was the last performance for Mary-Louise Parker in the lead, and she started to cry on the stage when it was over. Then her co-star, Johanna Hay, started to cry as well, and then Hay bonked foreheads with Parker, and then everyone laughed.

It's a play about geniuses and mathematics and love, and how only one of those is provable. As I left the play, I had one of those thoughts you can have after you see a great play, one of those thoughts that goes, *yes, art lasts*. Today, that thought doesn't seem wrong. But it no longer seems to matter.

On television, the worst part to watch was the streets of the financial district after the towers collapsed. My wife and I had walked up those streets the day before. They were new, black with fresh asphalt, and clean. But on the TV they looked dreadful — that grey-white dust, the deadly spoor of a modern city, people struggling through it in slo-mo, too bewildered to run, white rags across their mouths, the sign of their words' surrender.

People in a dream, and yet people in the all-too-real world: How could people in the real world be in that dream? That was just a dream, a dream on the screens of the world. It was just a dream but now it was real. This is the way the thought went through my mind all day.

"I keep waiting for Bruce Willis or Denzel Washington to show up on the TV," a producer friend from Los Angeles said on the telephone. He'd been in New York, too, the day before, to unveil his mother's gravestone, and had been tempted by the fine weather to stay over another day, to yesterday. That would have been fatal: As it was, the flight he'd taken the day before was one of the flights that was lost the next day.

Lost. That was the word next to the flight number on the blue screen. Again and again, *lost, lost, lost*, like a rubber stamp. He could have been lost too. But he wasn't. The whole day was full of coincidences like that.

The thing is, you see, we almost stayed. We wanted to stay. But the kids were in Toronto, and I had some work to do.

See DIARY on page N3

'It is impossible to fully comprehend the evil that would have conjured up such a cowardly and depraved assault upon thousands of innocent people.' *Prime Minister Jean Chrétien*

DIARY *from page N2*

So we came back. I might be there still. Or I might be there, but not be there.

The psychologists say speculation like that, these musings about what might have been, are one of the ways we deal with such traumas. What is, what might have been, this side or that of the fence of fate, depending where you're standing.

I spoke to a man who said he woke up to the news on the radio and wanted to throw up. "There are people in the world who aren't people," the would-be puker said. "They're just — I don't know. Animals, I suppose, but that's not right either."

I spoke to another guy in Manhattan who woke up and discovered his phone didn't work, and so went outside to use the corner pay phone — the same pay phones my wife and I had tried to use the day before, the same pay phones that never work in Manhattan. He was trying to get it to work when someone said, the way strangers will talk to anyone in New York. "Look up." So he did. Then he saw the smoke.

People had turned up their car radios, and a clerk in his local hardware store had hauled a TV out of the store onto the sidewalk. At 7th Avenue and 21st Street as he walked by a woman started screaming: "Kill the Middle East!" But then, the guy in Manhattan told me, and I could tell he was smiling.

At 10 a.m., the White House was evacuated.

That was when the whole thing started to slide for me, started to try to slip under my consciousness, when my mind began to start to try to get out of the way of the world. At 10:05, my wife walked into the room and said, 'What's this?' — to which I replied, 'This is the start of the third World War.'

"She was whisked off by the Nobel Committee."

It was a joke, of course — not a bad one, either, referring as it obviously does to the fact that Yasser Arafat, the leader of the Palestine Liberation Organization and a former terrorist and airplane hijacker himself, was awarded the Nobel Peace Prize in 1994, sharing it with Israeli prime minister Yitzhak Rabin. That joke, however, was the only one I heard all day. Late in the afternoon, passing an outdoor patio, I saw a man laughing as he told a story, and another man scowled at him.

Again and again, wherever they were, in Toronto or Boston or Los Angeles or Montreal, people reported the same pattern of reactions. (For some reason I take faint comfort in this.) First the mute, slack-jawed watching, and the dawning news. That initial screaming thought: *Is this the start of the third World War?* Whereupon the brain went local: *What does this mean for me? Did Emily ever get back from New York? Why can't I get through?*

Then, even more astonishing, rogue relief: *I won't have to finish that report by Thursday anymore. And even if I do, I bet I can miss work today.*

Then calling, and calling again if you were calling New York, and thinking, of all things: *Thank God for redial.* And then the wave of shame for thinking something so petty as "thank God for redial." Or how about this one: *Maybe it wasn't terrorism, maybe some computer glitch sent those planes careening into buildings.*

But the Pentagon bombing scotched that fantasy, and kicked the rest of the day into high fear gear. That was when it started to be frightening, personally threatening. Maybe it was happening all over the United States, maybe all over the world. And this business of re-routing all international flights into Canada — how smart was that?

Only rarely, I found, did my mind go truly global. Only intermittently

did I forget to remember not to think about the next horror: Is this when we go nuclear?

The ironic thing is that such a thought should be a surprise at all. "I mean," my L.A. producer friend told me, "I've read 20 scripts about how vulnerable the U.S. is to a terrorist attack. It's not like any of this is stuff we didn't know. Or that it's impossible for it to happen."

The only difficulty was imagining that anyone would actually do it. And even that shouldn't have been a surprise. After all, there are more than a few historians who now refer to the 20th century as the Age of Extinction, the stretch of history when the once unthinkable possibility that an entire people could be wiped out became a reality again and again. Some of those same historians believe that the 20th century didn't actually begin until 1918, and that it hasn't yet ended.

♦ ♦ ♦

On the afternoon of the second-to-last day of the world as it was, last Sunday, on the anniversary of our wedding — the day my wife and I decided to throw our towels in together and make a play for the future, with a house and kids and all the usual hostages to fortune — we travelled uptown to the museum of the New York Historical Society to see a show called "The Rooftops of New York."

The New York Historical Society devotes itself to recording the history of the city. One day, provided the Society is still around (I wish I could say that was still a definite possibility), it will record the events of Tuesday, Sept. 11, 2001, and people will go to that show too.

The "Rooftops" show was a small one, almost quaint in its scope. "Starved for light and air, New Yorkers have always taken to the rooftops of their buildings," the show's preamble said. In that spirit, the curators had reassembled one of New York's famous wooden rooftop water towers right there on the museum floor. Here were lithographs of laundry thieves and serigraphs of sunbathers, quilts of entire families picnicking on tarpaper beaches.

My favorite painting, though, was an obscure 1930s oil in the fashion of the social realist Thomas Hart Benton. In green and red and orangey flesh, it depicted two couples lying on parapets on a New York apartment building, high above the steaming night streets below. The visitors had dressed up a bit, the man in a tie, his wife in high heels. Together, as a faint breeze blew across their rooftop, they listened to the radio.

But I will never be able to go up on the roof of a tall building again without thinking of the last day of the world as it was, and the first day of the world as it will be from now on. Now, suddenly, I don't want to think of my children at my age. I mean it when I say the world seems like a different place. Tall buildings mean different things to me now, and so do men and women walking hand in hand on a September day in those grand canyons of Wall Street where on certain corners you have to crank your head just to see the sky. I'll never see another thriller at the movies without wondering why it doesn't seem realistic, because once again reality turned out to be the most gripping special effect there is.

Worse still, I will never see another devout, turban-wearing Muslim without wondering — unfairly, I admit, against my better instincts, I realize, but doing so nevertheless — was he part of it? Or, at least, did he feel remorse?

And I will never know the answer. On Monday this sort of extremism was only a possibility, and I could operate in the daily faith that it would never come to pass. On Tuesday I could only operate in the certainty that it has occurred once and will occur again. And so, just as there is less of New York, there is less of me now: less of me willing to believe in the human project of commonality. I regret this, but cannot help it, not with all the discipline and forbearance I can muster.

I found thinking about the consequences of what had happened impossibly confusing. If the terrorism came out of the Middle East, how could anyone respond, if the Middle East has all the oil? And was retaliation necessary, even possible, given that the perpetrator appeared to be not a country but an amorphous organization? Somewhere in my brain there was an itch for something, but what that something was, I was afraid to imagine. Maybe if you let terrorism occur without striking back, then history becomes irreversible. Retaliation is necessary, but not for revenge and not even for moral instruction. Maybe you retaliate so that you can go back to believing that the world is worth building.

Before I went to bed I turned on the TV a last time. From rail to rail, from end to end, the Manhattan bridge was thronged with people walking home.



LOUIE PALU/THE GLOBE AND MAIL

Guillermo Gilioli, a student from Argentina, watches footage of the attack on the Reuters television at Toronto's York and King streets.

Apocalypse now, Canadians fear

The horror south of the border has people coast to coast braced for the worst. 'We can't escape anywhere in the world today'

BY ALANNA MITCHELL

As people across Canada stood in shock and watched the terrorist chaos unfold in the United States yesterday, the words on their lips were stark: Conspicuous. A Third World War. No escape.

"This is our generation's Great War," said David McLean, 45, a researcher at KPMG Inc., who was waiting in downtown Toronto for a bus to take him home to nearby Georgetown. It was only midday but tens of thousands of employees already had abandoned their desks in an exodus from the city's core-area office towers.

Fear of the unknown — and the fear that more devastation was to come — became so powerful that many people simply stood rooted in front of any available television set or radio to glean information.

Some said they were afraid the terrorist attacks would spill over into Canada. In this era of globalization and tight ties to the United States, they said, whatever happens there may very well happen here as well.

"My mother called me and said: 'It's the start of World War Three,'" said Carol Hutchison, 46, a law clerk who works in the ScotiaPlaza bank tower and was among a throng of people at Union Station scrambling to find a way home. "It's another Pearl Harbor."

Her colleague Anne Gale, 34, said that all bets about how life will carry on are now off. "Anything's possible," she said.

Yasmin Hanidi, 44, couldn't hold back the tears. She is Muslim and was anxiously watching television in a deserted downtown Toronto mall for news of who would take responsibility for the attacks. Her sister and brother-in-law, both Muslim and doctors in New York City, had been called to the emergency wards to help out.

"You feel so scared," she said. "We can pray that the U.S. doesn't start a bloodbath. From poor to rich, everyone is going to be affected for 20 years."

She was angry, too. "We come from Third World countries for the sake of our children. And now we find we can't escape anywhere in the world today."

♦ ♦ ♦

Even a generation accustomed to watching war on television couldn't quite believe what it was seeing.

Theresa Wiktorski of Winnipeg, who was visiting Ottawa, said she wondered at first whether it was all a media prank, like the famous Orson Wells radio program that caused such a panic in 1938. "This is like *The War of the Worlds*," she said. "I don't know what's true."

Other Canadians needed to see it

on television in order to believe it.

Erica Coultas of St. John's was left looking for overnight accommodation after her transatlantic flight home from London wound up in Halifax.

"We heard about it right when we landed, and that was good because we didn't have time to worry about it," she said. "We saw all the planes on the runway and all the people and we didn't know what was going on. Until you walk in and see it on television, you don't think that it's as bad as it is."

Randall Bennington of Porter's Lake, N.S., heard about the tragedy when he came to pick up a friend at Halifax airport. "My heart just went to my throat and I didn't know what to think. Then I went and saw it on television. My God, it's horrible."

Across the nation in downtown Vancouver, people gathered en masse on sidewalks to watch television, with looks of horror on their faces. Some gasped audibly as replays showed both World Trade Center towers collapsing.

Callers to the city's famed radio hot-line shows were emotional. "To see all those people running for their lives, all that fire and explosions," said one. "My mother said it was like the Blitz in London in World War Two."

In Calgary, people focused on what they could do to help. The city's blood service was flooded with calls from would-be donors wanting to supply U.S. hospitals.

Other residents offered to open their homes to airline passengers

diverted through Calgary. The city said this wasn't necessary, and found beds for the 2,000 people who needed them.

♦ ♦ ♦

Owen Taylor, a Canadian computer trainer who lives a few blocks away from the World Trade Center in New York, said the attacks have made him seriously rethink his decision to live south of the border.

He was working yesterday in Montreal and panicked trying to get information about his family. Finally he learned — secondhand — that his wife and 3-year-old son were safe. However, he didn't know where they'd been taken, and he felt stranded with airports shut down and car rental agencies refusing to rent to clients planning to cross the border.

"It's a lot worse watching it on TV that it would be being there," he said.

Taylor said his family considered leaving New York City after the first World Trade Centre bombing in 1993. "I think maybe now it's time to leave. You feel too vulnerable."

♦ ♦ ♦

Part of the horror was the fact that the attackers were faceless and nameless. People simply didn't know who was to blame, what they wanted or what other evil they had in store. They said the onslaught drove home for Canadians yet again the realization that their fate is inextricably linked with that of the United States.

David Ferguson, 49, is a commercial underwriter in Toronto for America International Group, the largest insurance company in North America and a symbol of the global economy. Some of his New York colleagues, he said, were in their offices in the World Trade

Centre yesterday morning. He didn't know their fate. No one from his office could reach them by phone, and their cross-border computer system had crashed.

"You could say it doesn't affect us directly, but it does," Ferguson said as he stood on Front Street and flinched at the TV coverage of the World Trade Centre's collapse.

"The U.S. and Canada have had a symbiotic relationship for so many years. This is like something happening to a member of the family."

To prove his point, he gestured toward Toronto's financial district, which stood eerily empty at noon-hour. Courts were adjourned. City hall had been evacuated briefly, and tours of the CN Tower delayed indefinitely. Shopping malls in the maze underlying the country's most powerful bank towers had ground to a halt as workers fled to safety.

"A lot of us," Ferguson added, "feel great fear for what the aftermath will be."

Lynda Rouse, 45, was one of the thousands sent home from her job at the headquarters building of the Bank of Montreal. She said the worst part for her was fearing that her 23-year-old son, a student at the University of Guelph, may end up being conscripted. "I'm worried, if this escalates into a full-scale war, our young people will have to become involved," she said.

As well, though, she was coming to terms with the very idea that a war could be fought on North American soil. "It's scary to feel it can come here. Our country could become involved and be targeted. It's like a domino effect."

♦ ♦ ♦

For older Canadians, the scenes of terror brought back some very unpleasant memories.

Doris Krzak, 72, came to Canada seeking a peaceful existence after surviving the Second World War in Germany. Yesterday, as she and some German friends were turned away from the CN Tower, she could only wring her hands in dismay, and say: "Oh, dear. Oh, dear. Oh, dear."

Jean-Guy Dionne, 37, of Newmarket, Ont., was thinking of war, too. "How," he asked, "did World War One start? And World War Two? They started with small things. And this is much bigger than a small thing."

Among many, though, there was the sense that nothing can be the same.

"It's definitely going to change the way we live," said Terry Langdon of suburban Brampton, who went to the CBC headquarters on Front Street to watch the footage.

Just down the block, one distraught woman summed up everything. "Very evil," she commented, as commuters rushed by on their way home. "Very evil."

With reports from André Picard in Montreal, Rod Mickleburgh in Vancouver, Daniel Leblanc in Ottawa, Kevin Cox in Halifax, Dawn Walton in Calgary and John Barber in Toronto.



WAYNE LEIDENFROST/CANADIAN PRESS

Vancouverites gather around a screen outside a local TV station.

'It doesn't make a difference if they fell or leapt — they are now dead. What could they do? It was either be consumed by flames or jump to the sidewalk.' *Sam Rivera, 44, who worked in the World Trade Center*

'I can't get to anyone

Workers trapped on the high floors of the World Trade Center faced a terrible choice: 'Do I die from the inferno behind me or the unthinkable fall ahead?'

SUSANNE CRAIG writes about the horror of watching man after man plunge to his death

NEW YORK

We stood in groups of just two or three, silently looking toward the heavens as pieces of the World Trade Center fell to Earth, landing just a few metres away. Minutes later, someone screamed:

"It's a body."

We stared in disbelief as a man in a dark brown suit, his yellow tie blowing straight up, jumped from 80 or more storeys above. His last thoughts undoubtedly were, "Do I die from the inferno behind me or the unthinkable fall ahead?"

For some, the magnitude of what

had happened hadn't yet sunk in. A few joggers passed by, seemingly oblivious to the death just metres away. It was, minutes before the first tower collapsed, a disaster that hadn't yet stopped the world in its tracks.

But no one moved when, seconds later, a dark-haired man in a

blue suit jumped to his death. His crisp white shirt was all that distinguished him from the pieces of grey metal that fell alongside. He landed on an awning at the base of the trade centre, already bent from the blow of other bodies. The sound as he crashed pierced the morning air. Seconds later, more bodies came

pouring out of the blazing building.

My heart sank as minutes later the first tower collapsed to the ground. I learned later that one friend, an analyst at Keefe Bruyette Woods, had called my Wall Street Journal colleague Kate Kelly at 7:50 a.m., almost guaranteeing that he was in the tower when it fell.

A spokesman for the firm told CNN that many employees fled the building, but some were still missing last night. Keefe Bruyette Woods survived the 1993 bombing of the trade centre, when six people died; many of its employees carried

the injured down flights of stairs.

My office at The Wall Street Journal is across the street from the trade centre. About half an hour later, I watched as one of the towers of the centre collapsed onto the Journal building. People fell to the ground, weeping.

I learned later that many of my friends escaped before the building was hit. My deskmate, Kara Scannell, was in the subway when the planes crashed. She called hours later to say she had made it home safely.

I left my apartment in Greenwich

The attacks brought New York's frenetic pace to a crawl, **DEIRDRE KELLY** writes. With traffic gridlocked and the subways shut down, shell-shocked people had nowhere to go and nothing to do but virtually sleepwalk through the streets

NEW YORK

At Times Square, it was like New Year's Eve. About 9 a.m. yesterday, a crowd stared up at the Teletrons — watching on one screen a scene of billowing smoke, reading on another a ticker tape that reported that a plane had crashed into the World Trade Center.

With the city's enormous skyscrapers evacuated, people made their way toward Times Square for information. Traffic hit a standstill. Masses of people wandered up and down the famous avenues of Manhattan, stuck, like prisoners, on an island.

All that could be heard were sirens and strange moments of silence, when everyone would gather around any radio available.

I was in New York to cover the fashion shows. I didn't think that my report from the runways would become a report from a virtual war zone.

At Bryant Park near Broadway, where New York's Fashion Week has been unfolding in various tents since Friday, the first show of the morning began. The runway models for the Liz Lange Maternity line and expectant mothers in the audience were blissfully unaware that death and disaster on a massive scale had hit the city.

But about 9:35 a.m., word was out that Manhattan was under siege. Immediately, leggy models backstage ripped off their curlers, tore out of their makeup chairs and ran, cellphones in hand, in high-heeled boots onto the street.

One panic-stricken fashion model managed to nab a taxi. Others weren't so lucky, because by then panic had started to sweep through the streets. In a city where taxis are as abundant as wheat on the Prairies, not a cab was to be found.

Security — seven men and women in a line dressed head to toe in black — swiftly stationed themselves on the steps leading into the fashion shows behind hastily erected metal barricades.

People poured out of the train stations, which closed for fear there would be more sabotage. The only public transportation operating was buses running in the opposite direction of the World Trade Center down 6th Avenue, crammed with people desperate to get away.

The front panel of the buses that usually announces their final destination instead delivered the message: "Emergency, call police."

People frantically dialled their cellphones, trying to reach loved ones, but many were unable to get through. Lineups for public telephones snaked down the street as people tried to circumvent the jammed airwaves to contact their friends, employers and relatives.

Debbie Bloom, 22, a student at Katherine Gibbs business school, was trying to reach her mother, who worked in the World Trade Center. "Come on, mom, pick up the phone," she said as the phone rang. Her mother's voice mail answered, so Bloom left a message: "Mom, mom, are you there? If they let you in the building at some point — anyways, hopefully I'll see you later. I love you, mom."

Bloom hung up the phone and started to cry. "I feel powerless," she said. "I don't know whether to cry or to scream. People are either

hysterical, or they're telling you to shut up because they don't want to worry about it themselves. . . .

"I can't get to anyone I love. I hate this."

Brenda Moultrie, who works for an insurance company in financial district, was trying to head for home when she got caught up in the panic after the second building collapsed. "Everyone panicked and started running," she said after she emerged from the hospital with a bandaged eye. "With all the dust, people couldn't see. It was pitch black. People started falling over each other. I was pushed to the ground. I couldn't see anything. The dust was in my throat and in my eyes. It was difficult to breathe. . . .

"I had a bump on my head . . . and I also sprained my ankle. You don't know whether you're going to make it. You figure this is it."

People wandered around like zombies, with nowhere to go. Some who worked in the World Trade Center managed to move uptown before the gridlock set in. Businessmen from the financial district sat in stony silence, nursing paper cups of coffee and shaking their heads in disbelief. Those who spoke did so in whispers, their eyes glazed like soldiers who have just come from the front lines.

Sam Rivera, 44, who worked in the World Trade Center for Credit Suisse, fled the building after the first plane hit, but watched as people still trapped inside on the 70th floor and higher jumped from the windows. "It doesn't make a difference if they fell or leapt — they are now dead," Rivera said. "What could they do? It was either be consumed by flames or jump to the sidewalk."

For Bart DiChiaro, 51, a vice-president of Credit Suisse, this was a haunting replay of disaster. "It's terrible, it's absolutely shocking. . . . We all work there and we were there when they bombed it in 1993. It has always been a target. . . . The noise was tremendous. The building shook. . . . Outside, it was chaos. People were tripping on the street."

Nanda Sandilya, 27, who arrived in the United States two years ago from India and works as a software consultant in the World Trade Center, expressed anger and disbelief. Sandilya happened to be late for work yesterday. "I was in the New-ark Penn station, I could see the plane from the station. I smelled and I saw the smoke. It's terrifying."

"How the hell can a country like the United States that calls itself a superpower and which can monitor a small bridge in the Middle East the other side of the world, why can't they monitor their own country? I now have second thoughts about staying here."

"They're targeting the normal guy, who's just working for his livelihood. Did they hit a politician? No."

The attacks conjured up images of war, and some, given the U.S. position internationally, said that perhaps the disaster was inevitable. "America bullies half the world so you have to expect it," Lisa Doyme, a 31-year-old photographer who lives beside the World Trade Center.

Mary Lawlor, 69, fashion editor at News Magazine in Boston, was in New York for the fashion shows, and added: "I'm old enough to remember World War II. It's the same

feeling, that this is war. It's very frightening. I think we've all had a fear that something like this was going to happen."

Although Bryant Park is about 40 blocks west of the World Trade Center, the tension was palpable. At midday, a loud bang went off at the park and people, their nerves raw, started running, screaming, and falling. There were rumours of a bomb scare in nearby Grand Central Station.

Police cleared Bryant Park, ringing it with red security tape. But with the subway shut down and other transportation limited, people lingered on its perimeter. "Get out of the park," one officer said. "It's for your protection. We don't want a stampede."

In the face of tragedy, the normal rudeness and freneticism of New York vanished. Pedestrians slowed to a stroll because there is nowhere to go. Some looked as though they were sleepwalking.

Rich and poor were united out of fear for their country. Construction workers stood shoulder to shoulder with businessmen, all assembled around the radio on steps of a subway station. Others gathered around a Toyota Tercel that pulled up onto the sidewalk, blasting President George W. Bush's address to the nation.

Seven hours after the first plane hit the building, three blocks from the World Trade Center, only a jagged outline of a structure could be seen, a hump of rubble still licked by flames, defying the onslaught of water raging from the hoses of hundreds of firefighters on the scene.

Smoke, like a horrible bruise, darkened an otherwise bright-blue sky under the 27-degree temperatures.

The air was pungent with the smell of burning tar and paper, the wails of sirens piercing the cries of emergency workers pushing people farther and farther away from the scene.

People stumbled and pushed back in confusion and panic. Private cars leaving the disaster area covered with a grey debris, like a fine clay, were being hosed down by firefighters.

Military personnel mingled with tense police while enterprising New Yorkers, eager to witness the event, grabbed bicycles and made the trip through back streets and alleys to avoid the closed-off main arteries. Plain blue sedans were stopped around the streets, red police flashers propped on their roofs.

As crowds were being pushed back, emergency workers continued in a steady stream down West Broadway toward the disaster. New York transit buses were filled with workers wearing hard hats and rubber gloves, ambulances and fire trucks rushed back and forth and the skies were dotted by helicopters and military aircraft.

A steady stream of private vehicles rushed by, full of medical personnel wearing surgeon's scrubs.

In downtown Manhattan last night, thousands of dump trucks lined the streets waiting to remove debris from the disaster zone, as a convoy of John Deere tractors moved in to aid in the cleanup.

In the streets of Greenwich Village, makeshift posters appeared on walls and fluttered from balconies, urging people to go to hospitals immediately and donate blood.



A rescue helicopter in Washington surveys damage to the Pentagon as fire fighters battle the flames.



A police officer rests on a car near the trade center as people prepare to board buses out of the area. The front panel of the buses that usually announces their final destination instead delivers the message: 'Emergency, call police.'



People flee the scene near the World Trade Center. Dozens of people lined up at pay telephones to contact loved ones because cellphones were unusable.

'Come on mom, pick up the phone. Mom, Mom are you there? . . . hopefully I'll see you later. I love you, Mom.'

Debbie Bloom, 22, trying to reach her mother at the World Trade Centre.

I love. I hate this'

Village just after the first plane hit, about 8:55 a.m. I, like many others I passed en route to the financial district, had no clue what had happened. All I knew was that, as a reporter, I had to get to work.

When I first heard that a plane had hit the World Trade Center, I remembered the single-engine plane that hit the White House a few years ago and assumed that something similar had happened. Cabs and cars blocked the streets of SoHo as I rushed toward the office. Radios blared as people leaned into the vehicles, trying to make sense

of the madness around them.

I walked against the crowds, moving toward the trade centre as the second plane hit. It still wasn't clear exactly what had happened. Someone screamed that it was a bomb. Others speculated that it was a terrorist attack. In the chaos, I passed several police barricades. Cellphones, most people's lifelines in Manhattan, were dead, prompting people to line up dozens deep at pay phones.

I was in line for a phone in Battery Park City, not far from the trade centre, trying to call my par-

ents, when the second tower collapsed and a cloud of smoke choked the entire street. The person on the phone in front of me let go of the receiver and dropped to the ground, sobbing violently. The next person in line grabbed the receiver, only to announce the phones were dead. Everyone scattered.

By now, police lines had been set up. Officers screamed at people to move back: "There is another threat nearby." I ran past investment houses including Citigroup Inc's. Salomon Smith Barney on Green-

wich Street. The building, like many others in the area, had already been sealed off.

There is no question Wall Street lives in the shadow of terrorism. Most days, though, the reminder is almost silent. Each morning, as I walked through the trade centre to my office across the street, bomb-sniffing dogs swept the area. It wasn't a surprising sight. After all, if there was a symbol of capitalism anyway, it was the World Trade Center.

Just blocks away, on Wall Street, steel barricades limit the traffic that

can drive onto the street that finance built. I remember walking down Wall Street on the eve of the new millennium; dogs stood by sniffing manholes, as police lined the curbs, waiting for terrorists to strike.

My father, who lives in Penticton, B.C., and has never been to New York, often warns me not to take the subway after dark. Yesterday, as I finally found a phone to return his frantic messages, I realized that something may have finally sunk in for him: For New Yorkers today, terrorism is a bigger

enemy than subway crime.

By 11 a.m., the bars in Manhattan were packed. The TV at my home was dead, so I headed to one of my local watering holes. CNN was playing as dozens of people watched, both inside and spilling out into the street. Strangers hugged each other and cried.

There is no going back to work, or to the calm we took for granted, for some time.

Susanne Craig, formerly a reporter for The Globe and Mail, now works for The Wall Street Journal

How could the Pentagon, one of the world's most secure buildings, be so vulnerable? By late morning, Washington was a surreal ghost town dominated by agents in paramilitary dress waving machine guns, **BARRIE MCKENNA** and **JOHN IBBITSON** report

WASHINGTON

It was like a scene from the movie *Independence Day*.

Panic, then shock, gripped the U.S. capital yesterday after a hijacked American Airlines Boeing 757 plowed into the Pentagon — a global symbol of the country's military might.

Reuben Pemberton was travelling northbound on Highway 395, heading into the downtown, when "I heard a flyover, like a jet, a plane, really low. . . .

"Next thing I know, I turn to my left, and heard an explosion, saw the explosion. I was freaking out. Everyone on the highway was kind of just stunned."

John Daly, 27, who works in the Pentagon office of legislative affairs, said: "There was a bang, and a rumble and we all kind of looked at each other, and I don't think anybody doubted for a moment what it was, and they sort of gathered everybody up and said, 'We're getting the hell out of there.'"

F-16 jet fighters darted across the sky, emergency sirens rang out and government workers fled the city core by the hundreds of thousands, causing traffic gridlock.

Around the White House, machine-gun-wielding secret service agents in paramilitary dress and gas masks scurried about, setting up a wide security perimeter. It and all other federal building, including dozens of national monuments and museums, were evacuated and sealed off.

Within minutes of the attack, workers in the Pentagon were asking angrily how one of the world's most secure buildings could have been struck more than half an hour after the first attacks in New York.

"We have air defences. What were they doing?" asked one air force officer, who did not want to be named.

At 10:26 a.m., police cars began racing through parking lots adjacent to the building, warning workers to move farther away. "There's another aircraft coming," one police officer shouted.

Even so, people lingered at the scene. Managers and officers consulted check lists, attempting to verify from co-workers who had and had not been seen.

As flames and black smoke billowed from the building, police ordered two construction workers to move farther away. "Please, three of our men are missing. They worked there," one man pleaded. He needed to be as close to the building as possible in hopes he could reach his co-workers by walkie-talkie. The police officer nodded and moved his patrol car away.

Elsewhere, convoys of military vehicles raced through city streets.

By late morning, Washington had become a virtual ghost town. Stores, banks, schools and most of offices closed. Officials temporarily barricaded most highways and bridges leading into the city to allow emergency vehicles and ambulances access to the city.

Declaring a state of emergency, Washington Mayor Anthony Williams said the apparent terrorist attack may force officials to rethink a long-standing tradition of open

public access.

The neighbouring states of Virginia, where the Pentagon is located, and Maryland also declared states of emergency.

The Pentagon is a sprawling complex built during the Second World War on the banks of the Potomac River to house the burgeoning U.S. military establishment. Its 23,000 military and civilian employees streamed out on foot as smoke and flames shot out of a hole where the airliner sliced through the structure.

By late yesterday, it was unclear how many people died at the Pentagon. The plane, which took off from Dulles Airport bound for Los Angeles, had 58 passengers and five crew members.

Accustomed to regular evacuations and other emergency drills, personnel streamed out of the building in orderly fashion.

One man, who refused to give his name, said he was in his office with other workers watching the carnage in New York on television when there was a loud explosion nearby that broke glass and threw several people in his office to the floor.

"It didn't knock me down, but it knocked a lot of people down. There was a lot of people, a lot of blood. Some people were hurt. We all just walked out."

Defense Secretary Donald Rumsfeld, who was in his office when the plane hit, went outside and helped several of the injured onto stretchers, before retreating back into the underground National Military Command Center.

Workers inside said they had less than a minute's warning of the attack, which came less than an hour after the first of two planes crashed into the twin towers of New York City's World Trade Center.

"We got a call. Another plane had been hijacked from Boston," said another Pentagon employee, who declined to be identified. "They were scrambling fighters. Thirty seconds later, the building rocked."

At 10:10 a.m., a loud rumble from the stricken side of the building signalled the collapse of part of the mammoth structure, which covers 604,500 square metres.

Throughout the city, people huddled in nervous chatter. Others jabbed furiously at their cellphones, desperately trying to reach family and friends. But the telephone network was briefly overloaded by the crush of calls.

Near the White House, a few tourists posed in front of the armed guards patrolling the site.

One man, Mahdi Leroy Thorpe of Washington, said arrogant U.S. foreign policy invited the attacks.

"It is a great day for America," he said. "It is the case of the chickens coming home to roost. This country has gone into countries and tried to bring peace, to impose their will. They do not know what they are doing. . . . This country is racist, this country is immoral, this county is arrogant."

Like many Americans, Brian Spillane, a student from Rochester, N.Y., reacted with anger. "I'm pissed off," he said. "You think we're strong enough and this will never happen to us."

With a report from Stephanie Levitz



STAN HONDA/AGENCE-FRANCE PRESSE

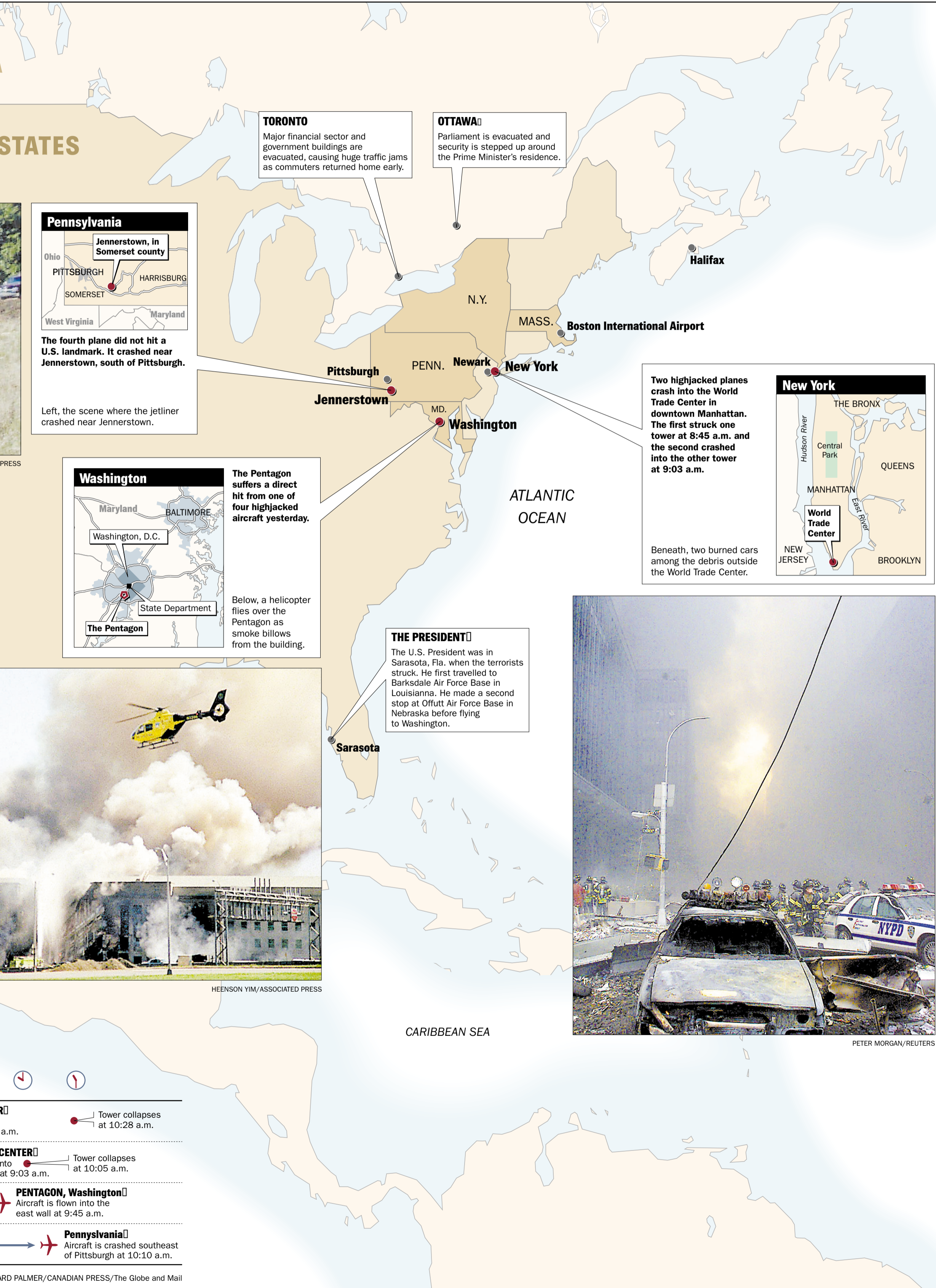
A woman who was caught outside as one of the World Trade Center towers collapsed got covered in dust as smoke and debris enveloped the area. She takes refuge in a nearby office building.

It was 8:45 when the first plane came from the south, and the day that started with coffee and gossip exploded. For a few endless hours, confusion reigned over a horrific and systematic destruction

Security was tightened, causing huge traffic jams at the U.S.–Mexico border.

KEITH SRAKOCIC/ASSOCIATED PRESS

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'Freedom itself was attacked this morning by a faceless coward and freedom will be defended.'

U.S. President George W. Bush



PAUL J. RICHARDS/AGENCE FRANCE-PRESSE

U.S. President George W. Bush steps off Air Force One yesterday in Louisiana after the destruction of the World Trade Center: The problem is whom to go to war against.

The sleeping giant wakes up angry



Americans have always felt insulated from the worst of terrorist attacks, **MARCUS GEE** says, but now they feel vulnerable, and they will take off the gloves and strike back no matter what the consequences

After Japanese planes bombed Pearl Harbor on Dec. 7, 1941, the man who planned and commanded the attack, Admiral Isoroku Yamamoto, had private fears about what he had done. The admiral had lived in the United States as a naval attaché in the 1920s, and the experi-

ence had left him with an abiding respect for American dynamism and power. "I'm afraid we have awakened a sleeping giant and filled it with terrible resolve," he said. Today, as Americans absorb what is being called their second Pearl Harbor, the giant is stirring

again. Once Americans get over their shock over yesterday's attacks on their homeland — the worst in 225 years — they are bound to be angry. Their wrath will shake the world. "The world has forgotten what an angry America is like," said terrorism expert John Thompson, of Toronto's Mackenzie Institute. After Pearl Harbor, the United States mobilized its enormous energy and vast resources for an all-out campaign to defeat Japan — a campaign that included the invention, production and use of a fear-some new weapon, the atom bomb. There was little hesitation or second thought. Americans simply rolled up their sleeves and went to work.

Something similar may happen now. Expect an all-out war on terrorism that will almost certainly include some kind of U.S. military strike. Expect a more assertive United States, far more willing to throw its weight around and far less likely to listen to the doubts of its allies or the United Nations. "Canada has gone to war five times in the 20th century with less provocation than this," Thompson said. Imagine what the United States will do. The problem, of course, is whom to go to war against. It's far from clear who is responsible for the attacks, and even if the culprits are eventually identified, fighting a dispersed and furtive band of terrorists is different than taking on an enemy nation in a conventional

war. "In many respects, this is significantly worse than Pearl Harbor, and we don't know who the enemy is," Lewis Eisenberg, chairman of the Port Authority of New York and New Jersey, said after watching "my two towers" fall before his eyes. But, "as Americans, we will pull together and do what's right." Yesterday's attacks were indeed worse than Pearl Harbor, in several ways. Pearl Harbor was a devastating attack on a U.S. military base in the Hawaiian Islands. Most of the 3,500 killed and wounded were men in uniform. The victims of yesterday's attacks were defenceless civilians, and they were killed much closer to home, in the American political and economic heartland. No one knew yesterday how

many were killed or injured, but given that 50,000 people work in the World Trade Center on any given day — not including visiting tourists — the toll could surpass Pearl Harbor's 3,500. At a worst case, it might even surpass the worst death toll in U.S. military history. That day was Sept. 17, 1862, when 20,000 died in the Civil War's Battle of Antietam. That, of course, was a fight among Americans. An attack of this scale on the American homeland is something new in U.S. history. Unlike the Europeans, the Chinese, the Russians and the Japanese, Americans came out of the calamitous 20th century without suffering a single major attack on their cities and towns. While London was blitzed, Tokyo and Warsaw flattened and Leningrad besieged, New York, Washington, Chicago and Los Angeles emerged from the two world wars unscathed. The only notable attack on the United States at home took place during the War of 1812, when British troops burned down the White House. That is why yesterday's events are likely to have such lasting impact. Any lingering sense that the United States was safe from the world's turmoil vanished in the fire and smoke of the crumbling World Trade Centre. It is doubtful that Americans have ever felt so vulnerable as they do today. All their bristling ballistic missiles, all their nuclear submarines, all their highly trained soldiers and pilots have been rendered useless by a small band of militants who may have been armed with something as small as a jackknife. U.S. feelings of invincibility have been dashed before — first in the 1993 World Trade Center bombing, when six people died, later in the Oklahoma City bombing that killed 168 people, and attacks on Americans abroad. These forced Washington to step up law-enforcement efforts and tighten security. But there has never been anything quite like this. The Mackenzie Institute's John Thompson puts it simply: "This is the worst single attack made on the United States in its history." Wesley Wark, a Toronto international affairs specialist, expects a harsh military response of some kind — perhaps beginning with an attack on Afghanistan, whose militant Taliban leaders have given sanctuary to terrorist kingpin Osama bin Laden. "This attack has probably awoken a sleeping beast, an American superpower that will unleash its fury," Wark said. "There will be tremendous pressure to take gloves off and strike back no matter what the consequences." There will, of course, be a huge police effort to catch the masterminds. Such an effort bagged some of the perpetrators of the World Trade Center bomb attack in 1993. But Wark thinks that the United States may go further and adopt an Israeli-style policy of assassinating terrorist leaders, even if that means ignoring or changing a law that forbids U.S. officials from having anything to do with such killings. The law was passed by Congress after CIA attempts to kill Cuba's Fidel Castro were uncovered. See GIANT on page N9

Celebrating the misery of 'the head of the snake'

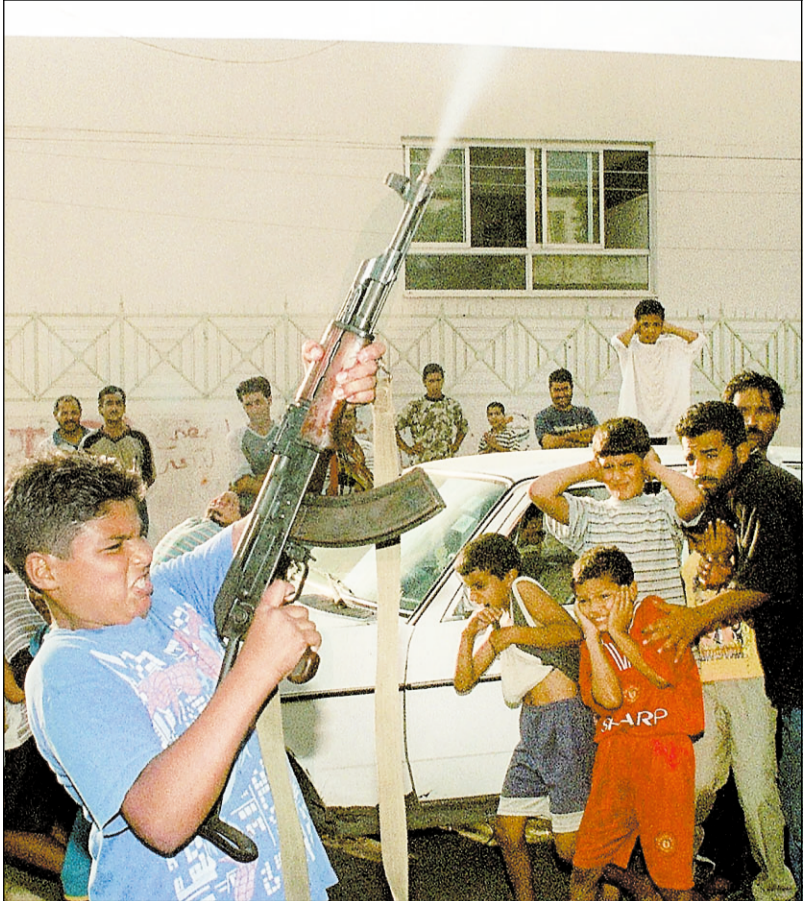
When news reached the West Bank town of Nablus that two airliners had crashed into the World Trade Center in New York, killing countless innocent people, 3,000 Palestinians took to the streets to celebrate. Nawal Abdel Fatah, 48, wearing a long, black dress, threw sweets in the air. She told the Associated Press that she was happy because "America is the head of the snake, America always stands by Israel in its war against us." Why do so many people in the world hate the United States? How can they hate a country so much that they cheer when American women and children meet a terrible death? Americans were asking themselves those questions once again yesterday after a series of terrorist attacks in the Eastern United States. For terrorists and their sympathizers around the globe, the United States is the great enemy, the "head of the snake." The Rand Corporation says that every year since 1968, the United States has headed the list of countries whose citizens and property were most frequently attacked by terrorists. The U.S. State Department says

40 per cent of all terrorist attacks in the 1990s were against American citizens and facilities. The reasons are sometimes simple, sometimes more complex. In the Middle East, the United States attracts hatred because it is the chief ally and protector of Israel. Whenever Israel does something that its Arab neighbours do not like, the United States gets part of the blame. In other places, the United States is hated by religious extremists because it backs a secular government. In Egypt, Islamic militants despise the United States because it props up the secular regime of President Hosni Mubarak. In Iran, mullahs hate the United States because it supported the regime of the deposed shah, who opposed religious rule and urged his countrymen to adopt Western technology. It was Iran that labelled the United States "the Great Satan." But the reasons for hating the United States are not always political. Many religious militants hate it because it represents a decadent Western culture that they see as a threat to traditional values. It is this "cultural imperialism," spread by Disney and McDonald's, that arouses fury. "The U.S. is the country that these people most love to hate,"

said Yitzhak Sokoloff, an Israeli political analyst. "To attack New York and all the symbols of American power is the ultimate liberation for those who consider themselves to be oppressed not just by American power, but by American culture." Sokoloff, who studies Palestinian hate propaganda, carries with him a videotape of a Muslim cleric addressing believers in a mosque in the Gaza Strip. The cleric calls on them to go out and "butcher" Jews and Americans whenever they can be found. "We're dealing with a culture that celebrates martyrdom and exults in the death of its perceived enemies," Sokoloff said. Osama bin Laden himself has given detailed reasons why he loathes the United States. He was implicated in the attacks on the American embassies in Kenya and Tanzania in 1998, and is an obvious suspect in yesterday's attacks. In an interview in 1997, bin Laden said the United States was itself "the biggest terrorist in the world," responsible for "occupying the lands of Islam in the holiest of places, the Arabian Peninsula, plundering its riches, dictating to its rulers, humiliating its people, terrorizing its neighbours and turning its bases in the peninsula into a spearhead through which to fight

the neighbouring Muslim peoples." In the view of militants such as bin Laden, the world is embroiled in a great cosmic struggle between the forces of Islamic purity and the forces of secularism, led by the United States. "The world is at war," bin Laden says, and in war with such stakes any measure can be justified, even the mass killing of civilians. Mark Juergensmeyer, the U.S. author of a book on religious terrorism called *Terror in the Mind of God*, calls this "satanization." "When the United States has been branded as an enemy in a cosmic war," he writes, "it has been endowed with superhuman — or perhaps subhuman — qualities, ones that have had little to do with the people who actually live in America." It is a way to make a complicated and changing world make sense, Juergensmeyer says. A cosmic war against a powerful enemy like the United States "is compelling to religious activists because it ennobles and exalts those who consider themselves a part of it," he writes. "As opponents become satanized and regarded as 'forces of evil' ... the world begins to make sense."

— Marcus Gee



MOHAMED ZATARI/ASSOCIATED PRESS

A Palestinian boy fires his gun in the air at the Ein el-Hilweh refugee camp in Lebanon to celebrate the attacks on the United States.

'In many respects this is significantly worse than Pearl Harbor, and we don't know who the enemy is.' *Lewis Eisenberg, chairman of the Port Authority of New York and New Jersey*

GIANT from page N8

"There won't be any patience for half-measures or diplomacy," Wark says. "The U.S. military leadership will brook no opposition if it gets into this war."

The problem, again, is to identify and track down the enemy. That will be particularly hard given the failure of U.S. intelligence to predict yesterday's attacks, revealing a woeful unpreparedness. Since Pearl Harbor, the U.S. intelligence services have never fallen down so badly.

The armed forces, too, are unprepared for a war on terrorism. Like many armies over history, the Pentagon has been busy preparing to fight the last war — in the case, the war in the Persian Gulf.

Since that 1991 conflict, Pentagon planners have concentrated on force projection — that is, getting U.S. forces ready to move quickly and in force to a foreign hot spot like the Gulf.

Defending the U.S. homeland, and defending it against terrorists, is a different kettle of fish. Washington looked almost pathetic yesterday when it sent aircraft carriers steaming up the eastern seaboard after the New York attacks.

What could an aircraft carrier do to stop a passenger airliner piloted by terrorists from slamming into an office building? Shoot it down?

The Pentagon may have to change its whole military strategy, which is based on high-tech weaponry that does a wonderful job of limiting military casualties in a conventional conflict, but little to protect civilians from terrorism.

"What does a stealth bomber do for you today? What does a cruise missile do for you?" says Joel Sokolsky, a defence expert at the Royal Military College in Kingston, Ont. "In this kind of conflict, the fact that you have 10 aircraft-carrier groups means nothing."

On the other hand, the attacks may actually boost support for a high-tech missile defence system, designed to knock down incoming ballistic missiles from terrorist "rogue states."

Critics of the system have always argued that it was silly to invest so much in shooting down missiles if terrorists could smuggle a nuclear bomb into New York Harbor or put a bus full of explosives outside the White House. Those critics will feel vindicated by what happened yesterday.

But backers of missile defence will argue that give the new aggressiveness of international terrorism, the United States needs all the defences it can get.

Yesterday's attacks may also lead Washington to play world cop as it has never done before.

"The U.S. is the world's sole superpower and its ability to deter attacks is essential to its well-being," says Aurel Braun, who teaches international relations at the University of Toronto. "It cannot be allowed to be seen as a helpless giant."

Since the end of the Cold War made the United States the only superpower, Washington has wielded its big stick with relative restraint and often with deep reluctance. It intervened in the Bosnia war only after the conflict had begun to burn itself out. It withdrew from Somalia after a handful of its soldiers were killed in a street battle. It refused to get involved in halting the Rwanda genocide.

Yesterday's events could force the United States to be more muscular, intervening in troubled, chaotic places that it would prefer to avoid, in hopes of establishing a worldwide Pax Americana.

"If an unruly place like Afghanistan can result in havoc in your own streets, then you have to act," Thompson says.

The United States may take a page from British history and resort to gunboat diplomacy, using force to create a "limited imperium" led by Washington.

He says the United States might even be forced to take over and run troubled countries like Afghanistan to prevent them from being used as staging grounds for attacks on the United States.

The trouble with that, of course, is that it would expose the United States to charges of colonialism. Militant leaders would have new fuel for their jeremiads against the Great Satan.

"Playing global cop makes you a target," Sokolsky says. "When the U.S. intervenes in foreign conflicts, people there don't appreciate it."

However the United States reacts to yesterday's horrors, few doubt that it will do so with the same determination and vigour it showed in 1941.

When Franklin D. Roosevelt learned of the surprise attack on Pearl Harbor, he marvelled that Japan would take on the United States. "What kind of people do they think we are?" he said.

The world is going to find out once again.

With a file from Associated Press



AGENCE FRANCE-PRESSE

U.S. sailors on Ford Island watch the USS Shaw explode in the distance after the Japanese attack on Pearl Harbor on Dec. 7, 1941.

The end of Island America



Sixty years after Pearl Harbor, **JOHN GRAY** says, the United States may finally find that it cannot always beat the world's horrors back to other shores

The peculiar blessing of this continent is that terrible disasters have always been what happen in distant lands. War and famine and pestilence are the stuff of far away. With rare exception, we have been sheltered. Whatever we may eventually learn about the catastrophes that were visited on the United States yesterday, we know that has all changed. Henceforth, America will also bear those scars that have always been the burden of others.

Amid the shock and horror of all those terrible pictures yesterday, the commentators talked of Pearl Harbor and that was, as Roosevelt said, a day that would live in infamy. But it was far away, with an identifiable enemy, with war expected. The war was won and in part at least Pearl Harbor was assuaged.

They also talked of the Oklahoma bombing, a frightening slaughter, but not an event that changed a nation. It was the work of one or two men with a wild obsession, and they caught him and tried him and executed him, and, except for those who were there, that was pretty well that.

Think of the wars that made the 20th century more devastating than any that history has known — wars in Europe, including one in which the Soviet Union alone lost 20 million of its citizens, endless wars in Asia, countless revolutions whose victims will surpass the number of even those who died yesterday, and famines and disease and civil wars that obliterated whole peoples.

Like Canada, the United States had its overseas wars, and of Canada at least it was said that the country grew up as the result of its experience in the First World War. But they were far away, and foreign troops did not invade our cities and our farmlands and our homes, and it was not unreasonable to wonder whether the boys would be home

for Christmas.

For the United States, there were two exceptions. The Civil War was disaster in its own back yard, perhaps saved from continuing national trauma because the whole continent was engulfed in a period of extraordinary growth and prosperity that continued until the Depression. And there was Vietnam — far away and a humiliating defeat that people don't talk much about unless their travels take them past a cemetery and the mute witness of flags.

In the rage that flowed from all that destruction and suffering on the television screens of the world yesterday, George Shultz, the former U.S. secretary of state, sounded what was meant to be a clarion call of defiance: "We're not going to allow these terrible people to change our way of life."

I don't blame Shultz for his defiance, but I wonder whether he is right. The effect of the Japanese attack on Pearl Harbor was to jolt the United States out of its complacent isolationism, in which Fortress America was comfortable and secure and didn't have to worry about people who spoke foreign languages.

Within five years, the United States was one of the world's two superpowers. Within half a century, there was only one superpower, although it would be a stretch to suggest that the average American citizen came to view himself or herself as a citizen of the world. The average American has never caught up with superpower status or superpower assumptions; if they don't speak American and if they eat strange food, they may be nice, but they're weird.

Terrorism has already had a tangible and disturbing impact on American life. During the U.S. election campaign last fall, I was shocked to see how concerns about security had intruded on the politi-



CANADIAN PRESS

Bodies of soldiers litter the field in 1863 after the Battle of Gettysburg was fought in the American Civil War.

cal process. An American voter could not get anywhere near a speech by Al Gore without going through a half-hour of security checks and lines of dozens of police and Secret Service agents. Whatever it does for voter turnout on election day, it does not make for a really relaxed society. And the events of yesterday are not going to make matters more relaxed.

Unlike Pearl Harbor, vaguely defined terrorist groups that may be largely from a particular religious inspiration do not make for a comfortable enemy. At Pearl Harbor, the enemy was Japanese; Japan was already embarked on a course of Asian expansion, so a response was not hard to figure out.

Terrorist groups that are bent on avenging U.S. policy in the Middle East know no particular nationality. In an era of world travel, they know no geography — witness the North African who set up as a shopkeeper in Montreal (with time off for a bomb-making course in Afghanistan) and then quietly drove across Canada and was arrested only by chance outside Seattle as he was on his way to blow up the Los Angeles airport as a millennium exercise.

Notwithstanding George Shultz, I think yesterday will change the American way of life and the American view of the world.

Sixty years after Pearl Harbor, it is not unreasonable to suggest that there will be at least a partial retreat to Fortress America. The appeal of the Fortress has been apparent for more than a decade. U.S. military

'We're not going to allow these terrible people to change our way of life.'

commitments abroad have been shrinking; with the Soviet Union dead and Russia crippled, overseas bases in Europe and Asia have come to be seen as an increasing burden. Overseas adventures like those in the former Yugoslavia have been a harsh reminder that you can't be a policeman and a nice guy too. Disasters like Rwanda have been simply beyond solution.

And after half a century of military and diplomatic efforts in the Middle East, what can be said that

is remotely encouraging?

In the days to come, there will be almost intolerable shock and grief and anger that will combine in a most awful frustration. Of course George W. Bush was going to say the United States will find out who was responsible and they will be hunted down and punished. What else could he say? Even he must know that the world and the nature of terrorism has changed — they changed forever yesterday.

For Bush and his people, the terrible realization will be that after a few lightning strikes and commando raids on suspected enemies in obscure desert strongholds half a world away, the problem will not be solved, for terrorism is a serpent with no head.

Humiliated and gravely wounded, the United States will not know what to do. Bush was given to much bluster during the election campaign a year ago, but if he has not yet understood, he will learn soon enough that not even the bluster of the president of the United States can stop all the enemies in a menacing world.

Special to The Globe and Mail

'We are survivors. Justice will be done.' U.S. Attorney General John Ashcroft



The remaining tower of the World Trade Center implodes in a cloud of dust and debris about half an hour after the first tower collapsed.

RAY STUBBLEBINE/REUTERS

They thought it was invincible

Security at the World Trade Center was so tight that Mayor Rudy Giuliani’s high-tech emergency command centre was located there. In the end, none of it made any difference

BY BRIAN MILNER

After a bombing in 1993 that killed six people and injured more than 1,000, the World Trade Center became one of the most security-conscious office complexes in the world, and the City of New York began taking extraordinary measures in the hopes of preventing such a disaster from happening again.

There is no North American city better prepared to deal with an overwhelming crisis or more concerned about the threat of terrorism. Yet it proved virtually helpless yesterday in the face of devastation so massive it could not possibly have been planned for.

Mayor Rudolph Giuliani created the city’s Office of Emergency Management in direct response to the 1993 bombing, giving it wide responsibilities to co-ordinate government action on everything from crumbling buildings, flooded streets, health scares and subway accidents to potential terrorist attacks.

Police, fire and other officials charged with safeguarding the world’s most important financial centre, as well as the United Nations and other high-profile institutions that have long been considered prime terrorist targets, regularly held drills to prepare for everything from crazed gunmen to biological and poison-gas attacks.

The mayor turned New York’s once wide-open city hall into a fortress, complete with barricades, outdoor metal detectors and restrictions on those attempting to use a nearby public park.

Yet so safe did city officials regard the heavily policed trade centre they decided to locate a top-security emergency command centre on the 23rd floor of one of the seven buildings in the vast complex, just north of the two famous 110-storey towers that were turned into dust by two hijacked planes in yesterday’s shocking terrorist assault.

Seven World Trade Center, where the emergency centre was located, caught fire and collapsed yesterday afternoon after its structure had been damaged by the collapsing towers.

The controversial \$13-million (U.S.) ultra-high-tech command centre, dubbed Giuliani’s “private bunker” by critics, was built with steel and Kevlar-reinforced walls to withstand hurricanes, bombs and poison gas.

It had its own generators, state-of-the-art computers to monitor vital facilities and services, bug-proof phones and enough food to keep about 100 people going for a week.

But it wasn’t built to withstand collapsing buildings.

Security was usually tight throughout the entire office complex, although it was often lax in the large retail mall between the towers, through which about 150,000 rail and subway commuters passed on a typical working day. Another 80,000 tourists squeezed daily into the observation deck of Two World Trade Center for an unparalleled view of the city.

Parking was severely restricted in the wake of the 1993 bombing, and concrete barriers prevented cars from getting close to the buildings. Once inside, visitors faced a long wait at security counters, as many as 5,000 a day. No visitor was allowed to go from the lobby to one of the office floors without producing photo identification and getting a temporary pass complete with a new photo.

Still, security did not seem as rigid as at the nearby New York Stock Exchange or the UN, where every visitor is required to pass through metal detectors and is subject to more careful searches. This is partly because of the sheer volume of people who passed through the World Trade Center and because of the disparate number of tenants, that ranged from huge stock and bond traders to customs brokerages and small law and accounting offices. As well, tenants disliked paying the high cost of top security needed to combat ordinary terrorist threats. Nevertheless, among office properties, the World Trade Center set what one security specialist called “the gold standard.”

The Port Authority spent about \$60-million to install measures such as cameras on every floor and the latest in video technology, special motion detectors and electronic access control, as part of its efforts to assure people it was safe to return after repairing the damage done by the 1993 bombing. Besides the concrete barriers, there were huge planters around the buildings to prevent suicide car bomb attacks.

Fire trucks could arrive within seconds from a station right across the street, and the complex had its own specially trained police force provided by the Port Authority, which commissioned the World Trade Center and was responsible for its security. (One of the reasons many firefighters and police were killed or injured yesterday was their rapid, well-rehearsed response to the emergency.)

None of the precautions, however, could have made the slightest difference yesterday.

“The tragedy that we’re all undergoing right now is something



CARMEN TAYLOR/KHBS/KHOG-TV

Tight security on the ground couldn’t prevent this American Airlines jet from crashing into the World Trade Center in New York yesterday.

that we’ve had nightmares about, probably thought wouldn’t happen,” Giuliani told CNN yesterday, adding that “our focus now has to be on saving as many lives as possible.”

Yesterday morning, Giuliani rushed to the command post after the first plane slammed into the trade centre. Attempting to assess the damage for himself, he and some of his key aides found themselves trapped for about 20 minutes because of smoke and debris clogging the exits.

After that, Giuliani joined other New Yorkers with the bad timing to have had a direct view of the carnage unfolding before their disbe-

lieving eyes.

“The number of casualties will be more than most of us can bear,” the stunned mayor said after watching people leap to their deaths from the top floors of the stricken towers.

“It was the most horrific scene I’ve ever seen in my whole life. We saw the World Trade Center in flames, a big gaping hole all the way on the top of it. We could see people jumping from the top of the building.”

He ordered the evacuation of Lower Manhattan, including the entire financial district, so that ambulances and other rescue personnel could get to the scene. The subway system was shut down, the

normally busy harbour cleared and all bridges and tunnels were closed to Manhattan-bound traffic.

Hundreds of doctors were mobilized, following the pattern of earlier emergency drills. The New York State National Guard was pressed into service and one of the world’s great cities began a desperate search for survivors and a grisly cleanup.

“I’d ask the people of New York City to do everything that they can to co-operate, not to be frightened, to go about their lives as normal,” Giuliani said. “Everything is safe right now in the city. And the people who are doing the relief effort need all of the help they can get.”

The World Trade Center

“The World Trade Center should, because of its importance, become a living representation of man’s belief in the co-operation of men, and through this co-operation his ability to find greatness.”
— Minoru Yamasaki, architect (1912-1986)

Construction began: 1966.
Opened: December, 1970.
Architects: Minoru Yamasaki & Associates; Emery Roth & Sons.
Complex: Seven buildings and a shopping concourse dominated by twin 110-storey towers.
Height of towers: One was 417 metres tall and the other was 415 metres. The two 110-story towers were the world’s tallest buildings, briefly, until the Sears Tower in Chicago surpassed them in 1974 at 442 metres. The tallest buildings in the world are now the Petronas Towers in Kuala Lumpur, at 452 metres.
Material: primarily steel and glass.
Floor area: 1.2 million square metres.
Property: 6.5 hectares.
View from the top: 75 kilometres in all directions.
Estimated cost: \$350-million (U.S.)

Facts:

- The WTC complex was constructed by the Port Authority of New York and New Jersey to enhance the competitiveness of the New York-New Jersey port.
- It sat atop the largest indoor mall in New York City and a major regional transportation hub, and is linked to a 2-hectare public plaza where tenants once enjoyed free performances from spring through fall.
- It is connected by a land bridge to the World Financial Center complex to the west and is close to the New York and American Stock Exchanges.
- More than 900,000 million metres yards of earth and rock were excavated to make way for the Center. The excavated material was placed in the Hudson River to create 9.5 hectares of new land deeded to the City of New York. This landfill area is now Battery Park City.
- More than 180,000 tonnes of steel was used in the construction.
- The 325,000 cubic metres of concrete used would be enough to build a sidewalk 1.5 metres feet wide from New York City to Washington.
- At peak periods during the construction, about 3,500 workers were on the site every day.
- There were 43,600 windows in the twin towers, with over 54,000 square metres of glass window area.
- With 54,600 tonnes of cooling capacity, the complex’s refrigeration plant was the largest in the world.
- The 108-metre television mast formerly atop One World Trade Center broadcast 10 television stations in the New York area and all the major networks. In addition, six stations broadcast high-definition digital TV.
- There were 239 elevators and 71 escalators in the four buildings.

'Children need to know we just do not let evil things happen to this country without responding. We will make it safe.'

Karen Sitterle, a member of the mental-health team that responded to the Oklahoma City bombing

Requiem for a cathedral to power



Yesterday's terrorist attack on the World Trade Center demolished one of the foremost monuments to the American Dream.

JAN WONG pays homage to New York's temple to commerce and prosperity

The soaring silver shafts of the World Trade Center symbolized America's power at its zenith. By mid-morning yesterday, the twin towers had vanished, and with it, the country's sense of security.

This is the obituary of the World Trade Center (1970-2001). It was an icon of American hubris. Yesterday's terrorist attack was unprecedented in world history. The hits on the twin towers by two hijacked airplanes were as audacious as blowing up the Pyramids would have been in the age of the Pharaohs, as daring as demolishing the Great Wall of China in the reign of the Emperor Qin Shihuang.

For the 50,000 who worked there, the address was a status symbol, an ego rush, the financial centre's most prestigious address. To the tourists who visit it each year, it was a draw as strong as the Statue of Liberty.

But to the terrorists who hate America's power, striking the World Trade Center was irresistible, as emblematic and traumatic as a presidential assassination. They bombed the towers once before, in 1993, with a truckload of explosives. Six died and more than 1,000 were injured. Yesterday, unknown terrorists returned, and finished the job. The death toll won't be known for days.

Like a massive funeral pyre, billowing black smoke engulfed Manhattan's trademark skyline. Millions watched in disbelief on television as the towers, like a Hollywood special effect, imploded and collapsed in a roaring heap of stainless steel and glass.

As New York's tallest building, the World Trade Center was a must-see destination for tourists. About 90,000 visitors headed there every day. The lines for the observation deck were so long that guidebooks recommended going very early or very late.

Two weeks ago, I took my family there on a clear morning, just like yesterday's. Mindful of the guidebooks, we went early to avoid the crowds, arriving just before the 9:30 a.m. opening. Probably there were tourists waiting to go up yesterday. Hopefully, they all got out.

Like virtually everyone who works there, we took the subway to the centre that morning. From the steaming subterranean depths of Cortlandt station, we emerged into a vast cool lobby, perhaps 10 times the size of any lobby in a Toronto bank tower. This was a cathedral to power, an expanse of gleaming white marble, red carpets and soaring ceilings. It was so enormous you wondered how they managed to decorate it at Christmas.

As a temple to commerce, though, the World Trade Center does not put on airs. Making a buck is part of the equation. And so each tourist planning to go to the top is ordered to stand in front of a fake backdrop of the twin towers. Before you realize what is happening, someone has snapped your photo. Ben, 11, blinked. Sam, 8, didn't even have time to make his usual silly face. Then a clerk handed us a number scrawled on a yellow Post-It note. We'd understand later, she said.

We passed through a security check. Guards opened our bags and put them through a scanner. One by one, we walked through a metal detector. They stopped my husband, briefly, because on his waist purse he was carrying a Leatherman tool kit: a penknife with a three-inch blade, a screwdriver and pliers.



AGENCE FRANCE-PRESSE

The twin spires of the World Trade Center: a lofty expanse of white marble, red carpets and soaring ceilings.

"Ridiculous," he muttered to me. "Who would want to try anything at the World Trade Center?"

"Terrorists," I replied.

Minoru Yamasaki, the Seattle-born architect who designed it, was the surprise choice in an international competition. Until then, his tallest building was a Detroit tower a mere 30 storeys. But Yamasaki played on the all-American instinct to be the biggest and the best. Size did matter.

"In my opinion," he wrote in a letter to the design board, "this should not be an overall form which melts into the multi-tiered landscape of lower Manhattan, but it should be unique and have excitement of its own."

And so it did. From all over the island of Manhattan, you could orient yourself by its minimalist twin towers, which appeared to float above the din and the dust.

The original plan called for only 80- or 90-storey towers. But the owner, the Port Authority of New York and New Jersey, decided that its headquarters should be the world's tallest. The suggestion was said to have originated with its public-relations staff. In early 1964, Guy Tozzoli, a Port Authority official, ordered Yamasaki to "go higher than the Empire State."

The architect had once worked for Shreve, Lamb and Harmon, the firm that built the Empire State Building in 1931. For decades, that building held the record for the world's tallest skyscraper. And it stood firm when, in 1945, an Army Air Corps B-25 twin engine bomber crashed into its 79th floor in dense

fog, killing 13.

As per his orders, Yamasaki made the World Trade Center 30 metres taller than the Empire State Building. One year after the towers were completed, the Sears Tower in Chicago became the world's tallest building. And the Sears Tower was surpassed in 1998 by the Petronas Towers in Kuala Lumpur.

But Yamasaki's towers became the first supertall building designed without masonry. Engineers used an innovative "hollow tube" of steel columns, supported from the exterior, instead of the usual interior. Unlike other towers of glass, the World Trade Center appeared to have a skin of silver. In fact, windows covered only 30 per cent of its surface, perhaps reflecting Yamasaki's fear of heights.

That morning, the Skylobby elevators zipped us up so fast that Ben flicked on the stopwatch on his watch. He timed it at 10 storeys in four seconds. That's 27 feet per second, according to the World Trade Center's Web site.

We got off at the 110th floor. It was dazzling. You could sit on little benches, your knees pressed to the glass, and stare straight down, down, down. Or you could stand behind a railing, and feel a bit safer.

Everything in Manhattan looks puny from this vantage point. The people were smaller than ants. The helicopters passed *below* you. As we slowly made the circuit of the windows, we spotted all the sites we had visited a few days earlier: to the south, the Statue of Liberty and Ellis Island; to the east, the Brooklyn Bridge and the South Street

Seaport; to the north, Fifth Avenue, Central Park and Harlem. To the west, we could see New Jersey.

The observatory was so vast that we lost track of one another. I ended up with Ben in a dark theatre, on a shaky chair, watching a silly video of New York by helicopter. My husband, Norman, stuck with Sam, and grumpily spent the time looking for us.

If the view bored you, you could examine the murals on the inner walls relating the history of New York: the Lower East Side, Chinatown, Wall Street, Broadway. I remember that they misspelled Laurence Olivier. (They called him "Lawrence.")

If you got hungry, there were fast-food restaurants, ready to sell you an expensive hot dog or a wedge of pizza at 10 a.m. Souvenir shops offered snow globes and china mugs, 3-D puzzles and the inevitable T-shirts. If those workers had to go in early to open the stalls, they probably never made it out alive.

We passed by the photo booth, and understood the significance of the Post-It note. A clerk asked us for our number. Then she whipped out the colour prints of our family standing in front of the fake backdrop. Ben's eyes were shut. For \$10, I could have it. For \$14, I could have two copies. I declined. Disgustedly, she tossed the photos in the wastebasket.

We took an escalator up one more flight, past a sleepy guard, to the roof. Although the stream of visitors never stopped, it didn't feel crowded. Even the helipad looked

small.

Outside, the security measures seemed designed to protect everyone else from us. It would be tough even to fling a dime off the roof. There were surveillance cameras everywhere. A high railing kept us on the visitors deck. Even if we managed to climb over it and down into a moat-like chasm, it seemed impossible to get over a high chain-link fence, topped with circles of razor wire and inward-facing metal spears.

The twin towers were built to withstand earthquakes and, apparently, garage bombings. But no one imagined direct hits by passenger jets. For that, they put a little light on top that twinkled: Don't hit me.

In hindsight, the World Trade Center's vulnerability is obvious. What could be a more effective bomb than a giant kamikaze plane, attacking with a split second's notice? You get to kill the crew and passengers too. Was it any accident that the terrorists' airline of choice was American Airlines?

After our visit that August day, we went down to the vast plaza. Ben and Sam flung pennies into a huge granite fountain, until a security guard told them us in the nicest possible way to stop. I hope he's still alive.

The World Trade Center sits atop New York's largest indoor mall. But the weather was too glorious to spend shopping. At noon, we sat in the plaza, bought Sam a hot dog with sauerkraut and mustard, and listened to a free jazz concert. Michael Bloomberg, a billionaire candidate for mayor of New York, took

advantage of the crowd to have his minions give out free transistor radios. It was classic American capitalism: The dial was immovable. If you took his radio, you listened to the radio station he owned, or nothing.

Yesterday, the twin towers dissolved like sand castles on a beach. Yamasaki died of cancer in 1986 at 73. He said this about his master work: "The World Trade Center buildings in New York ... had a bigger purpose than just to provide room for tenants. The World Trade Center is a living symbol of man's dedication to world peace."

Yesterday, I phoned my boys from the newsroom. They had just gotten back from school and had already heard. Ben, who is in Grade 6, felt scared. Sam, who just started Grade 3, couldn't comprehend.

I told him that two airplanes had deliberately hit the World Trade Center. "Why'd they do that on purpose?" he said, his high-pitched child's voice rising in bewilderment.

Before I could explain, Sam burst out. "Oh, I know. I know. Probably the Empire State Building or the Chrysler Building paid them because they wanted to be the tallest. So right now," he concluded with the assurance of an eight-year-old, "the Empire State Building is the tallest."

Gently, I told him that many, many people had died. He was momentarily sad. Then the puzzlement regained the upper hand. "So why'd they do it?" he persisted.

A good question. I didn't know what to say.

'Make no mistake, the United States will hunt down and punish those responsible for these cowardly acts.'

George W. Bush



Globe Review



DAY OF INFAMY

America's tragedy in pictures, R1-4

THE GLOBE AND MAIL ■ CANADA'S NATIONAL NEWSPAPER ■ GLOBEANDMAIL.COM ■ WEDNESDAY, SEPTEMBER 12, 2001

Communicating horror

We've seen yesterday's terrifying scenarios played out many times in Hollywood's imagination. In reality, **JOHN ALLEMANG** asks, how can television hope to bring across the scale of this human tragedy?

This image is not a graphic," said Dan Rather as we watched and waited for the deadly moment. "This is an actual plane crashing into one of the towers."

It didn't look real. Reality never does. The plane resembles a balsawood model, the scene's unfolding much too slowly, the camera's positioned too far away, the silence of the video footage mutes the impending disaster. Hollywood has schooled us to see the response to terrorism and disaster as a heroic human story.

But the attack on the World Trade Center that we're watching without a star or a storyline is too horribly impersonal.

The big-budget movies show everything. Here we can only guess, and it's far worse than the more convincing special effects of *Independence Day*. People are dying in there, and we must imagine the families at home watching their loved ones perish on live TV. We hear reports of hijacked planes approaching Washington, of F-16s being scrambled, and we start to wonder whether the U.S. military actually intends to shoot down its own citizens.

Or did we get that idea from deep memories of a chilling moment in *Air Force One* with Harrison Ford? Meanwhile, far away in Hollywood, an early-rising film producer is watching the same fractured images with a mind even more sullied by the detritus of pop culture. Making notes, reaching for the phone, he may already be plotting how to turn *The Attack on America* into a triumphant miniseries. After a decent interval of mourning, of course, having allowed due time for the real heroes to have emerged.

Striving for reality in the medium that presents *Survivor* as reality television, trying to make sense of the horror in the middle of a chaos that doesn't meet the needs of talk-show glibness, the newscasters don't have a clue.

Marking time — because we'll switch channels if the babble isn't continuous — they're reduced to interviewing former fire chiefs about emergency-room triage and showing footage of anxious citizens running blindly up the avenues. It's a trivialization of suffering: What we don't see and can't imagine is the real horror of this day.

"Right now, it's like a war zone," shouts a CNN correspondent close to the action, as if any of us on this peaceful and protected continent can comprehend what a war zone is really like. Not after CNN & Co. presented the Persian Gulf war as just another streamlined story of smart bombs and neat visuals.

The images we see in lower Manhattan fall far short of the war-zone rhetoric. A victim is wheeled out on a gurney. A man cleans his dirty hair with bottled water. Two women cower behind a car, as though that was as bad as it got.

It's not, not even close. But that's all the video that was available to fill the emptiness on the screen until something better came along. In TV news studios during a disaster on this scale, there is no triage. CBS interviews ones of its reporters who has been sent into the studio with her expensive blue suit still covered with dust. Do they really imagine that the scope of the horror has been expanded by this departure from on-air etiquette?

Can television portray what it means to be there? No, and why do we even feel entitled to know, or frustrated that we can't see more.

"Why are these shots from so far away," someone in the group gathered around the TV asks, and for a moment we trade ideas about best angles and guesses about the limits being placed on the media close to the scene.

When better pictures come through — that is, more like what we expect from the movies — it's strangely satisfying, as though we now felt closer to a disaster that had looked as muddled as grainy Second World War footage.

Real war zones are better understood through that graininess. This is something remote and chaotic. We are not actually there, on the streets, sharing the pain, just because TV becomes better at making us feel we are there.

Look at the hundreds of millions of dollars that Hollywood has invested recently in trying to communicate the U.S. experience of war to the world — *Saving Private Ryan*, *Pearl Harbor* and now Tom Hanks's and Steven Spielberg's HBO production *Band of Brothers*. Yet for all the brilliantly realized special effects and entire cities of extras and jumpy battle scenes filmed with you-are-there handheld cameras, the stories don't convince. The emotions feel too warm, and the technology feels too cold. The grainy footage is a reminder that

Striving for reality in the medium that presents *Survivor* as reality television, the newscasters don't have a clue.

we're not a part of what we behold, that we don't begin to get what it's really like.

It's significant that so much American understanding of war and conflict reaches back to the heroes of the Second World War when the values were much purer. Terrorism is so much more complicated, and so much harder to turn into a money-making movie that can leave audiences with a good feeling as they walk out of the theatre or turn off the set. Nobody has to explain the grievances of the Martian destroyers in *Mars Attacks* — they're foreign and funny-looking, irrational in their anger and unpitiable in their final comic mortality.

If that's your starting point for an attack on the American mainland, how do you begin to account for the anger of people who would visit this kind of hurt on innocent Americans?

What have Hollywood and the major TV networks been doing over the past few decades to explain through their fictions why terrorists think suicide missions on this scale are the final answer? Making *You Only Live Twice* and *Die Hard 3: With a Vengeance*, revisiting the triumphs of Normandy yet again.

And what will TV and the movies do now with their storytelling? To take the most trivial example — and yet so much of creative life will seem trivial for a long time to come — how will the producers of *Sex and the City* or *Law & Order* create a fictive New York that in any way corresponds to the world that has just been overturned?

Can TV's simple fantasies of bars and bad guys ever again pretend to connect with the truth when reality has been so brutally rewritten?



Travellers watch the second plane crash into the World Trade Center on a huge screen at the main railway station in Frankfurt, Germany.



PETER MORGAN/REUTERS

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New Yorkers
stare south as
the second of the
two World Trade Center
towers collapses in
a plume of
smoke and dust.



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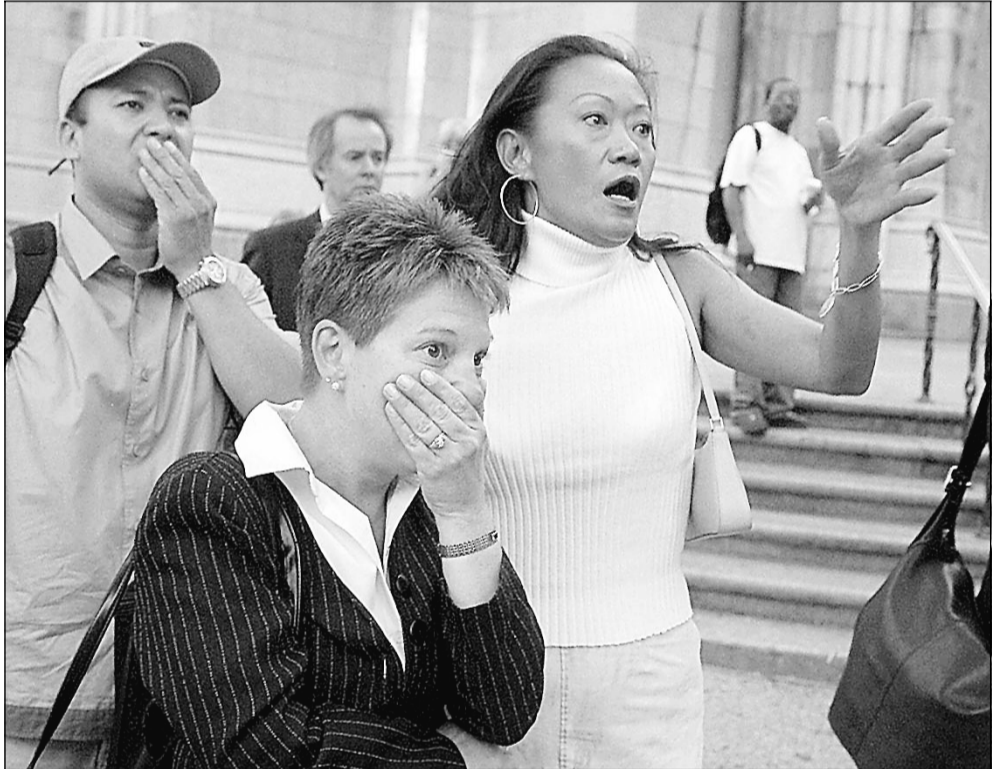
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AFP

Palestinians watch television reports of the attacks at Beirut's Burg al-Barajneh refugee camp. Dozens of Palestinian refugees in Lebanon fired guns into the air upon hearing the news.



MARTY LEDERHANDLER/ASSOCIATED PRESS

New Yorkers in front of St. Patrick's Cathedral look down Fifth Avenue in horror toward the World Trade Center towers.



MICHAEL DWYER/AP

Craig McFarland of Los Angeles reacts at the American Airlines ticket counter of Boston's Logan International Airport. McFarland, who exchanged his ticket, says he was originally supposed to leave on the Boston to Los Angeles flight that was reportedly hijacked and crashed into the World Trade Center.

A law enforcement officer is horrified as the first tower of the World Trade Center falls.



SHANNON STAPLETON/REUTERS



SUZANNE PLUNKETT/ASSOCIATED PRESS

People use clothing to filter the air as they make their way through New York streets soon after the collapse of the World Trade Center towers.

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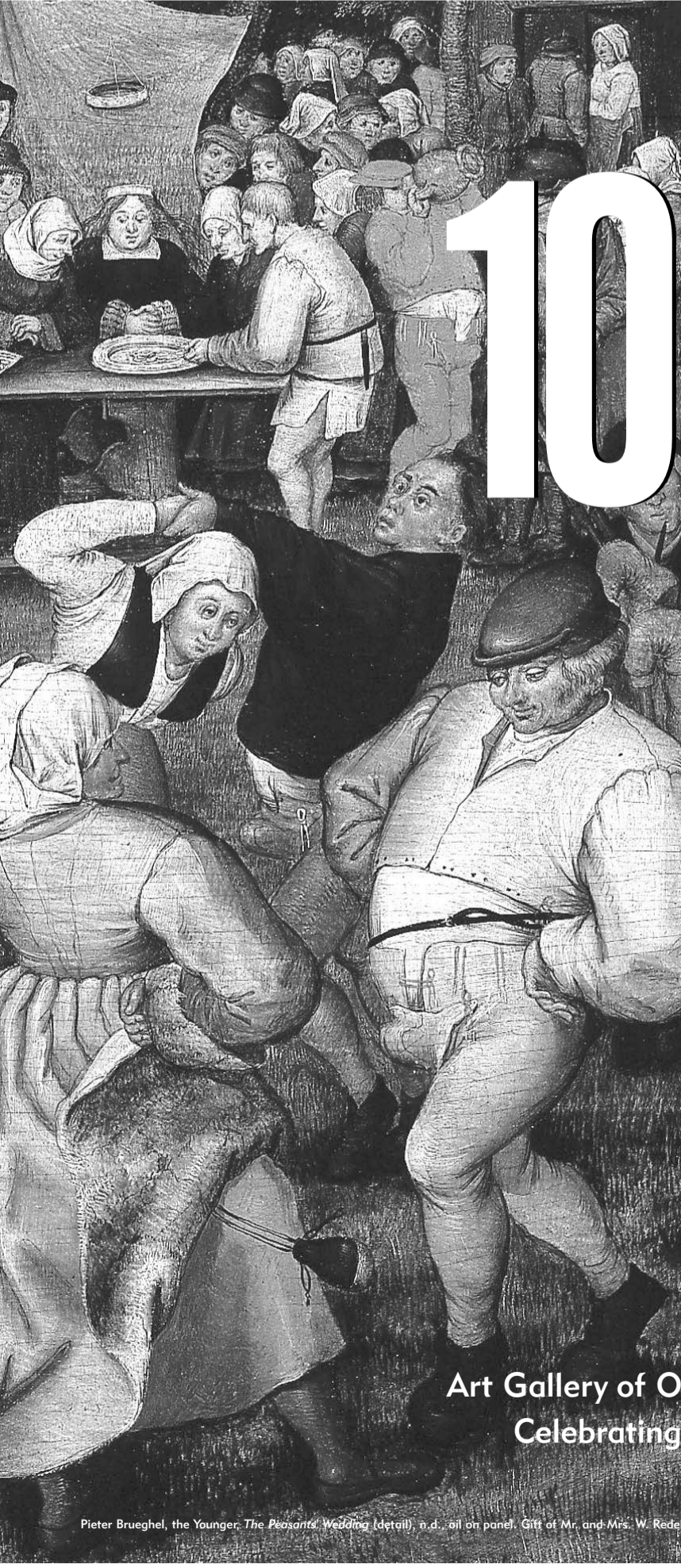
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